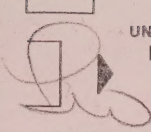


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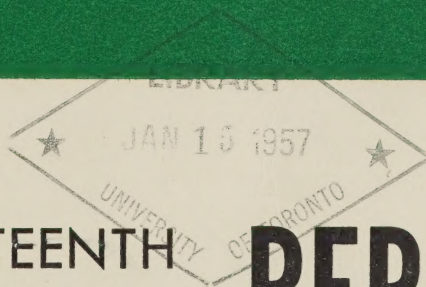
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(FIFTEENTH
ANNUAL) **REPORT**

FISCAL YEAR ENDING MARCH 31, 1956

THE UNEMPLOYMENT INSURANCE COMMISSION
OTTAWA, CANADA



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CANADA

UNEMPLOYMENT INSURANCE COMMISSION

June 30, 1956

To the Hon. Milton F. Gregg,
MINISTER OF LABOUR.

SIR,

We have the honour to submit herewith for the information of Parliament the fifteenth Annual Report of the Unemployment Insurance Commission covering the period from April 1, 1955, to March 31, 1956, except where otherwise indicated.

The report is prepared in compliance with Section 95 (1) of the Unemployment Insurance Act.

Respectfully submitted,

A handwritten signature in cursive script, reading "J. B. Sinclair".

CHIEF COMMISSIONER.

A handwritten signature in cursive script, reading "R. J. Tallon".

COMMISSIONER.

A handwritten signature in cursive script, reading "C. A. L. Murchison".

COMMISSIONER.

UNEMPLOYMENT INSURANCE COMMISSION

ANNUAL REPORT OF ACTIVITIES FOR THE FISCAL YEAR ENDING MARCH 31, 1956

INTRODUCTION

The most significant single event in the field of employment security in Canada during the past fiscal year was the introduction of a new Unemployment Insurance Act. Although the original Act, passed in the summer of 1940, had undergone revision over the years, these revisions had been mainly minor in nature. In 1955, the changes were far-reaching. They altered such basics as the minimum and maximum duration of benefit, qualifying conditions for benefit, the amount of allowable earnings for those drawing benefit, and benefit and contribution rates. A detailed explanation of the new Act is contained in Appendix XI at the end of this report.

The effective date of the new legislation was October 2, 1955. Consequently, the early part of the fiscal year was largely devoted to preparation for the changeover, so that the transition might be made with as little dislocation of service to the public as possible.

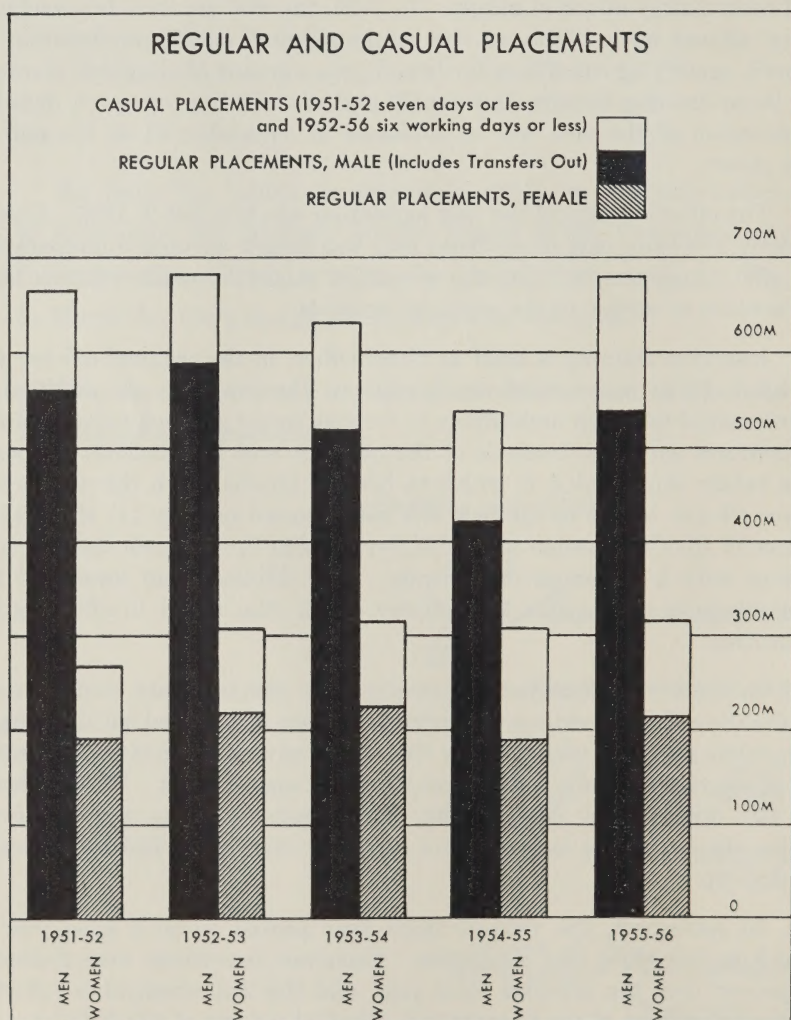
Intensive training of staff at Head Office, in the regional offices, and in local offices was carried on throughout the summer. In addition, a monumental task was undertaken in revising forms and operating manuals to conform with the demands of the new Act and Regulations. In spite of a rather short period in which to become familiar with the new procedures (Royal Assent to the new Act was received on July 11) the various offices of the Commission were able, on October 2, to launch the new provisions with a minimum of difficulty. The diligence and loyalty of the Commission's staff across the country was a vital factor in effecting the transition.

In the weeks immediately preceding the effective date, and for some weeks thereafter, an extensive publicity program was carried out to acquaint the public generally with the new Act. Paid advertising was supplemented by press releases, radio scripts and television appearances. With all levels of the organization co-operating, satisfactory coverage was achieved. Fuller details of this campaign are carried in the Public Relations section of this report.

In retrospect, the 1955-56 fiscal year proved to be a good year in which to introduce new legislation. Economic conditions were distinctly improved over the previous fiscal year, and this improvement is reflected in the operations of the Commission, detailed reports of which follow.

EMPLOYMENT

The year under review was, for the National Employment Service, one of increased activity as the generally more favourable economic conditions which existed led to increased hiring requirements. Total placements for the fiscal year were 995,885, an aggregate of 716,196 regular placements, 239,087 casual placements, and 40,602 transfers out. The term "transfers out" refers to placements made by one local office in the area of another. A comparison of placements with previous years is shown in the following chart.



Local office managers and employment branch staffs at all levels took an active part in the government's campaign to stimulate winter employment. The campaign as a whole achieved a great deal of success in arousing public awareness of the ill effects of seasonal unemployment. National Employment Offices did most effective work in the way of securing local publicity, local support and local co-operation. The accomplishments of some offices in this regard were outstanding. Although the results cannot be expressed in terms of actual statistics, there is ample evidence that the cumulative effect of these efforts contributed in no small measure to the lower level of unemployment during the winter of 1955-56.

SERVICE TO INDUSTRIES

Primary Industries—A strong demand for mining and forestry products created a high level of employment in most branches of mining and in all phases of the woods industry. Seasonal shortages of farm workers occurred in several areas but were overcome by intensive recruitment of local labour by the NES and by organized movements of workers within provinces and between provinces.

During the last half of the fiscal year, there were shortages of experienced underground base metal miners in several areas. Intensive recruitment by the NES on behalf of a number of companies was undertaken to locate underground miners. It was significant of a developing shortage of experienced men that there was some increase in orders placed with NES offices for mine beginners. Placements made by NES offices to all phases of mining increased by 1,240 over the previous year.

There were substantial increases in uranium and iron ore mining in 1955, and the oil and natural gas industries expanded their exploration and development programs in western Canada.

A substantial surplus of coal miners in Nova Scotia resulted from closure of certain high cost mines during the first half of 1955. Arrangements were made for free transportation to about 160 men selected from the Sydney area for employment by the Quebec Hydro Commission on tunnelling operations near Forestville, Quebec. The project was terminated with the closing in of winter conditions but an increased demand for Maritime coal during late 1955 resulted in return to coal mining by most of those laid off earlier in the year.

A very severe winter in western Canada increased demand for coal to the extent that there was a shortage of coal miners in Alberta during November and December. The output of coal from mines in Saskatchewan and Alberta is greatly influenced by prevailing winter weather conditions.

All branches of forestry operated on an expanded scale during the year under review. There were local shortages of cutters where climatic conditions permitted full-scale operation.

This was most apparent in Quebec. Traditionally, Quebec loggers complete cutting by February. A good demand for pulp wood and favourable cutting conditions extended the 1955-56 cutting season in Quebec

and Ontario and resulted in a shortage of men in camps in Quebec and in some parts of Ontario.

British Columbia experienced a shortage of some logging skills. Orders were placed with the NES for recruitment of Maritimes loggers during April, 1956 for employment in British Columbia.

A decline in the annual arrival of immigrants selected for farm employment and the high competitive demand for labour resulted in some deficiency of farm workers. Decreasing income and rising costs made it difficult for farmers to pay wages which would attract workers to agriculture or retain workers in the industry.

Weather factors assisted substantially in economy of farm labour in Ontario and in the Prairie Provinces. Labour required for haying and harvest in Ontario was reduced by drought, and exceptionally good weather resulted in early completion of the Prairie grain harvest with minimum manpower.

As in previous years, serious shortages of farm workers were avoided by organized movements of workers recruited mainly through NES offices. These movements are summarized below.

NATIONAL MOVEMENTS

Berry pickers to B.C.....	From Alberta and Northern Saskatchewan.....	180
Berry and tree fruit.....	From Vancouver, New Westminster and other areas to fruit belts.....	607
Sugar beet blockers—Alberta.....	From Northern Alberta to Lethbridge.....	233
Sugar beet blockers—Quebec.....	From St. Georges, Que. to St. Hilaire, Que.....	194
Sugar beet harvesters—Quebec.....	From St. Georges, Que. to St. Hilaire, Que.....	31
Hay and grain harvest—Ontario.....	From Maritimes, including Newfoundland.....	407
Hay and grain harvest—Ontario.....	From Prairies.....	294
Grain harvest in Prairie Provinces.....	From Ontario.....	987
	From Quebec.....	232
Potato picking in P.E.I.....	From Nova Scotia.....	439
Potato picking in N.B.....	From points in New Brunswick to Woodstock, N.B.....	400
Apple picking in N.S.....	From points in Nova Scotia to Kentville, N.S.....	158

INTERNATIONAL MOVEMENTS

Tobacco curers to Ontario.....	From U.S.A.....	1,732
Tobacco curers to Quebec.....	From U.S.A.....	43
Potato planting in Maine.....	From N.B.....	96
Potato pickers to Maine.....	From Quebec.....	4,000
Potato pickers to Maine.....	From N.B.....	2,000
Bean picking in Maine.....	Day haul from N.B.....	1,020
Potato picking and other harvesting in New York State.....	From Quebec.....	58
Apple picking in New York State.....	From Quebec.....	126

In addition to the organized movements, large numbers of workers were recruited locally for agriculture. Day labour was recruited for market gardeners surrounding the large metropolitan areas of Vancouver, Victoria, New Westminster, Toronto, and Montreal.

In the fiscal year, the National Employment Service recorded 102,656 farm placements as compared to 93,476 in 1954.

Manufacturing—Manufacturing activities generally were at a high level after the moderate decline that occurred during the previous year. This recession was halted toward the end of that year and a further period of expansion was again underway, and this continued during the whole of the current year.

There were marked increases in the manufacture of textiles, clothing and other durable goods, while the demand for such basic materials as steel and cement taxed manufacturing facilities to the utmost. In the primary iron and steel industry in Ontario, where increased mill and plant facilities necessitated an over-all staff increase of approximately 25 per cent, NES offices in the localities affected assisted materially in the hiring.

The transportation equipment manufacturing industry as a whole did not share in the activity noted above, and in both the aircraft and ship-building industries operations were well below capacity. However, one Ontario aircraft company engaged on new projects placed many orders for highly skilled tool makers and allied trades. The local NES office was able to fill these vacancies satisfactorily.

In the auto industry, operations were interrupted by a five-month strike of some 14,000 employees at several plants of one large company. In this case, the NES assisted both in the recall of workers and the referral of applicants to replace those who had sought and found work elsewhere. Earlier in the year, one NES office made over 500 referrals and placements where another automobile manufacturer began building up production staff. This was a co-operative effort of the NES regional office and a number of its local offices.

Defence orders in some instances have dropped off with little expectation of resumed demand and in these cases manufacturers have had to switch to other lines or return to the manufacture of commodities they had previously been in the habit of producing. This situation resulted in lay-offs at many points until plants could be re-tooled for alternate production but the dislocation did not reach serious proportions.

A large number of new plants and extensions to existing plants were built and put into operation during the year. This expansion in manufacturing facilities covered many lines; steel, electrical and electronic equipment, chemical and oil products, and cement were well represented. Local offices of the NES were in touch with the employers at an early stage of these developments, and were thus in a good position to assist in recruiting the necessary personnel. In many cases, all hiring was done through the NES. Clearance orders were of great assistance when qualified

applicants in certain specialized skills or trades were not available locally. This service extended from the clearance of orders to other offices in the immediate vicinity, to broader coverage within the province, or even nationally and to the United Kingdom.

Automation is being employed in Canadian industry to a greater extent year by year. However, owing to its high initial cost and relative inflexibility, progress has been slow, and installations have been confined to operations such as continuous runs, as in oil refineries, and mass production, as in the automotive industry. There have been no extensive lay-offs and the NES has been able to assist any worker in obtaining alternative employment if his employer found it impossible to relocate him in another department within the company. Re-training of workers displaced by automation will probably be done mostly by the companies themselves. A long-term effect of the introduction of more and more automation will be that factory workers of the future will require better basic education and better training than they are now getting.

Total placements in manufacturing occupations effected by the various Commission offices across Canada numbered 204,566 an increase of almost 24 per cent over the previous year. By far the greatest number were in the highly industrialized provinces of Ontario and Quebec but manufacturing continues to spread across the rest of the country and this is reflected in placement figures by regions. In the Atlantic Region there were 7,792 placements; in the Quebec Region, 58,597, in the Ontario Region, 92,654; in the Prairie Region, 20,085; and in the Pacific Region, 25,438.

Construction—The all-time record volume of construction during the fiscal year under review resulted in a heavy demand for construction workers in all trades and occupations. Thousands of workers to meet this demand were cleared through NES offices, as employment began to increase early in the fiscal year and continued at a high level.

Good progress was made on the St. Lawrence Seaway and Power Development with the NES being able to recruit a large number of skilled workers through clearance.

Satisfactory progress was also made on defence installations and other large industrial and engineering projects. While shortages of labour were experienced in remote areas, the NES through clearance was able to recruit skilled workers for all the contractors.

Considerable planning was done by the NES in anticipation of a demand for experienced workers for the extended program of pipeline construction. Pipeline welding courses are now underway in five provinces, to train Canadians in this type of welding. The NES has representatives on the advisory committee for these courses.

Representatives of the NES worked with other Government departments in connection with defence contracts, and considerable attention was given to winter construction.

Transportation—There was some demand for experienced personnel from air transportation companies working on defence projects. Railway

companies experienced some difficulty in recruiting apprentices and certain skilled tradesmen. Clearance was utilized for recruiting this help.

No great difficulty was experienced in supplying other sections of the transportation industry with required help.

Trade—The wholesale and retail trade experienced a good year with quite a demand for experienced sales personnel. A special campaign was carried on during the fall months by the NES in an endeavour to obtain suitable help. Some local offices stayed open after hours to help find staff for employers who had opened new stores.

Finance, Insurance and Real Estate—The upward surge of business during the year resulted in a continued demand for clerical and sales personnel. Special effort was made by the NES to recruit high school students with satisfactory results.

Services—During the summer and autumn months, shortages of help were experienced by some employers in the service industries. A special program was undertaken by the NES in an endeavour to render every assistance possible in supplying suitable help.

The Department of National Defence continued to hire its prevailing rate employees through the NES. The Post Office Department again utilized the NES on a national scale to recruit extra Christmas help.

EXECUTIVE AND PROFESSIONAL

This type of employment work concerns itself with applicants possessing technical, professional or executive qualifications, and with orders for such personnel.

The Executive and Professional Division has now been operating for close to ten years, during which time annual placements have more than doubled. The past year was one of great activity, in which the distinguishing feature has been a lack of enough well qualified applicants to fill all the demands. Notwithstanding this, the great majority of requests from employers were filled to their satisfaction. The NES clearance system was a great factor in achieving such success. Nearly 15 per cent of E & P placements were effected through the use of this clearance system.

As in the past, assistance was given in locating experts for Colombo Plan assignments and for the United Nations Technical Assistance Administration.

The work in placing university students has continued to be a very important part of E & P activities. All 1955 graduates registered with the NES were successfully placed and by the end of the fiscal year the placement of 1956 graduates was progressing favourably. It is expected that all will be placed without difficulty. The placement of undergraduates in summer employment will be more difficult but it is expected that some type of employment will be found for all. During the year, a full-time office was set up on the campus of the Provincial Institute of Technology and Art at Calgary. This office also serves the Calgary branch of the University of Alberta. There are also full-time NES offices on the cam-

puses of the Universities of Alberta, Saskatchewan, Manitoba, Montreal, Laval, and Sir George Williams; at the University of Toronto there is an office for undergraduates only. Part-time services are given to all other universities.

The usual liaison with professional societies was continued throughout the year. Publicity on the work of the division was maintained through press articles, radio talks and speaking engagements by regional and local office officials.

The annual bulletin on the supply and demand situation in regard to university graduates was issued in September. This bulletin is in increasing demand each year by both employers and student counsellors. It has now reached a distribution of 2,500.

One outstanding phase of last year's work was finding experts for the location parties for the DEW (Distant Early Warning) Line. Acting on a very urgent request, the Ottawa, Toronto and Montreal offices were able to find more than 20 experts of different types in only eight days.

SPECIAL PLACEMENTS

Special Placements provides selective placement service to those applicants who, because of physical or mental handicap or for other reasons, require personal representation to the employer. Occupational counselling and psychological testing and training or retraining of workers of all ages also come within the scope of this phase of employment work.

These operations involve the study of medical, educational and employment background to determine the most suitable occupational classification for the applicant. Personal contact with employers to make them aware of the abilities of handicapped workers in relation to the requirements of the job is also undertaken.

Additional training of staff engaged in this specialized field was again emphasized during the past year and a French language version of the Commission's course in rehabilitation, originally presented at the University of Western Ontario in 1954, was provided for a number of Special Placements personnel at Laval University.

A brief summary of operations in the Special Placements field is given below.

Placement of Handicapped Persons—During the 1955 calendar year, 19,753 jobs were found for handicapped workers; of these 14,268 were men and 5,485 were women. This total, representing an increase of 5,976 over the figure for 1954, is a reflection of the following factors.

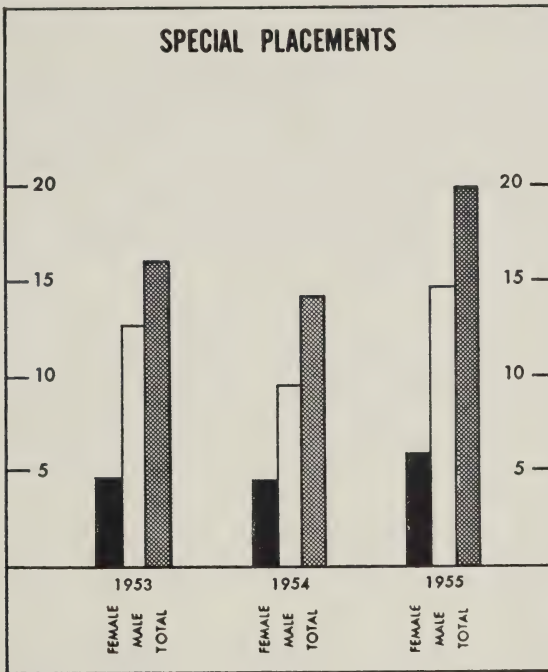
(a) The past year has been a period of peak employment.

(b) The national program of rehabilitation of the handicapped, under the Civilian Rehabilitation Branch of the Department of Labour, has resulted in an increased interest in this group by persons in all walks of life.

(c) The emphasis on additional training of Special Placements staff, begun in 1954 and continued during the past year, has undoubtedly increased the effectiveness of officers employed in this specialized field.

(d) During the year, steps were taken to augment the Special Placements staff in a number of local offices and 16 new positions were added to establishments.

The following chart gives a comparison of placements over the past three years.



New Entrants to Employment—Appreciating how bewildering the search for the first full-time job can be to a young person, the Unemployment Insurance Commission, since its inauguration in 1941, has developed an occupational counselling and placement program for entry applicants. This calls for close co-operation between the local employment office and the educational and other youth-serving agencies in the community.

In Montreal and Toronto, separate youth centres have proved to be a most satisfactory method of servicing this particular group, but in smaller offices counselling and follow-up is the responsibility of the Special Placements section with placement being done by the general placement officers.

Co-operation With Outside Agencies—Satisfactory working relations were maintained with other Government departments, both federal and provincial, national associations, and agencies representing the handicapped, employer and employee organizations, welfare groups and others.

Close co-operation was maintained with the National Co-ordinator of Civilian Rehabilitation and with Provincial Co-ordinators, nine of

whom have now been appointed. Representatives from Head Office and Regional Offices have participated in committee work in the development of rehabilitation services on national and provincial levels.

Special Placements officers are encouraged to promote and assist in co-ordinating services for the rehabilitation of the handicapped and for youth guidance in their own areas and reports of community developments in these fields are very gratifying.

Relations with the Penitentiaries Branch and provincial authorities for ex-prisoners were satisfactory and assistance rendered in the rehabilitation of applicants in co-operation with aftercare agencies was effective.

Referral to Vocational Training—Referral to training courses under various Dominion-Provincial Agreements, and to courses in training centres approved by the Unemployment Insurance Commission, have resulted in many people receiving training in occupations where demand for workers has exceeded supply.

Following the closing of coal mines in Nova Scotia, Special Placements officers were called to meetings to discuss the problem of the unemployed ex-miner. As a result of these meetings, which were attended by provincial, union and company officials and by other interested agencies, facilities were enlarged at a vocational school in North Sydney to provide training for the ex-miners in occupations in which the labour demand was higher. Special Placements officers in the area are responsible for referring ex-miners to these courses.

Acute conditions elsewhere were met in a similar manner, and selection work was done by Special Placements officers in co-operation with training authorities.

Publicity—Activities of the Unemployment Insurance Commission in the field of Special Placements continued to receive an increasing amount of favourable publicity during the past twelve months as public interest in rehabilitation developed.

The local offices in Montreal and Windsor worked in close co-operation with Citizens' Committees in these centres in "Employ the Handicapped Week". These well organized community efforts resulted in an increased number of openings for handicapped persons.

VETERANS' PLACEMENT

Veterans' Officers in local offices of the Commission have a double duty. In addition to employment work on behalf of veterans, they are the resident representatives of the Department of Veterans' Affairs in places where there is no D.V.A. district office.

Despite the fact that the Second World War has been over for more than ten years, there is still considerable work on behalf of veterans in all NES offices. In some offices, such work takes up 100 per cent of the time of the veterans' officers. Many DVA districts held refresher courses for veterans' officers during the past year. These courses are of great advantage to veterans' officers because they serve to bring them up to

date on any changes which have been made in veterans' legislation. Also, whenever a new veterans' officer was appointed, arrangements were made for him to receive an induction course on DVA legislation at the appropriate district office.

As in past years, special attention was given to the problems of older veterans. In this work, excellent co-operation and assistance has been received from the Department of Veterans' Affairs and the Canadian Corps of Commissionaires.

Placement of veterans in employment, with the co-operation of the Department of Veterans' Affairs, has been good throughout the whole year. The comparative situation has continued to improve over the last few years. For the whole of the calendar year 1955, veterans averaged 13.1 per cent of the unplaced males. This is the lowest proportion that veterans have been of unplaced males in the past ten years. When it is considered that male veterans are just over 27 per cent of the male working force, this would indicate that Canadian employers are still observing the veterans' preference.

WOMEN AND THEIR EMPLOYMENT

The primary function of the Women's Division of the Employment Branch is the referral and placement of female applicants for employment. Throughout Canada, in most local offices of the Commission, the operations of the women's employment section are carried out by women placement officers, whose particular responsibility it is to deal with female applicants, employers of female labour, and the special problems of women's employment. Such problems may arise from shortages of applicants, as in the domestic service occupations; industrial and working conditions may be such that workers are reluctant to accept referrals; difficulties due to the advancing age of workers may produce the problem of the older worker; and the personal or family circumstances of a wage-earning woman may require a specialized skill in finding a solution in the form of a suitable job. All these, and others, are known as the special problems of women's employment.

While it is at local office level that the individual placement is made, leadership, guidance and assistance are given by senior women officials at regional and head offices through contacts maintained by visits between offices, occasional conferences, and by correspondence. The Women's Division is headed by the Co-ordinator of Women's Employment at Ottawa, with a regional co-ordinator in each of the five regional offices of the Commission.

During the fiscal year 1955-56, there were 311,861 female placements made. Of these, approximately 138,085 were in service industries, 66,709 in manufacturing, 51,578 in trade and 39,129 in agricultural occupations. Of the total 311,861 female placements, approximately 45 per cent were casuals and accounted for in the domestic or similar service occupations. Such casual placements also included seasonal workers, such as those in the summer resort industry.

A new project of much interest was introduced late in 1955, when 100 girls and women from Jamaica and Barbados entered Canada as domestic workers under the joint sponsorship of the British West Indies and Canadian Governments. These new immigrants were selected by representatives of their own governments after receiving training based on Canadian standards. After the first five months in Canada, a survey showed the results of the project to have been unusually good, with satisfaction on the part of both workers and employers.

Other immigration work dealing with women who entered Canada as new immigrants since 1947 has continued throughout the offices of the NES, where special interest and attention was given their particular needs or problems by experienced women officials. Some of this specialized work was done on behalf of Canada's need for more nurses and technicians, and throughout the year there was a continuous movement of professional workers from the United Kingdom. Women of accredited standing in the nursing profession, or in other branches of hospital and medical service, were located in the United Kingdom by means of the clearance system of the NES and with the assistance of the London, England, office of the Department of Labour. Hospitals throughout Canada were thus able to place orders with the NES for professional staff not locally obtainable. Such workers were thus able to enter the country for placement where their services were most urgently required. Included in this group were 262 nurses and 10 technicians.

ANALYSIS AND DEVELOPMENT DIVISION

During the year under review, the Analysis and Development Division made important revisions to employment instructions concerning claimants for unemployment insurance benefit. These were necessitated by the amendment to the Unemployment Insurance Act, effective in October, 1955. A comprehensive study of labour surplus areas was undertaken on behalf of the National Employment Committee. Analyses of current employment conditions were made periodically for certain local areas and for Canada as a whole. Many requests for labour market information, both statistical and narrative, were met in addition to statistical reports and statements issued regularly on a weekly or monthly basis. Work continued in furnishing U.S. authorities with descriptions of occupations peculiar to Canada for the purpose of having such occupations included in future editions and supplements of the Dictionary of Occupational Titles. Two surveys were completed in connection with the Commission's Semi-Annual Report of Hirings and Separations.

Labour Market Information—A comprehensive study was initiated on selected areas where labour surpluses of a non-seasonal nature have persisted over a number of years. The study is designed to ascertain, for each area, the labour force and population characteristics, the industrial pattern, trends in industrial growth or decline, the extent and type of unemployment over a period of years, and an analysis of the factors underlying the unemployment pattern. The study is being made on behalf of the National Employment Committee. Several other major studies were made for the National Employment Committee, including one dealing with current unemployment trends in major occupational groups.

As a source of current information on developments in the labour market across Canada, reports were prepared and distributed to officers of the Commission and other government departments. These dealt with the demand and supply of labour in various occupational groups, the extent and reasons for lay offs in particular industries, numbers of workers involved in industrial disputes, and other information related to current changes in the labour market.

As a means of assisting regional offices to plan employment operations, statistical reports were prepared on a regional and area basis showing estimates of the labour force and wage earners, and the numbers employed in the principal industries. Field offices met many requests for information on availability of labour, wage rates, and labour legislation, by employers contemplating the operation of new plants or additions to existing plants.

Employment Practices and Procedures—A number of amendments to instructions governing the employment service operations of local offices were introduced. Some of these were designed to improve the quality of service rendered the public by local offices while others were concerned with the improvement of internal operations.

Extensive revision of instructions in respect of benefit claimants was also introduced towards the end of the year following amendment of the Unemployment Insurance Act.

Some 75 of the regular forms used in employment service operations were reviewed as the necessity for reprint arose and improvements were effected in some instances. Several hundred inspection reports and other reports arising from visits to local offices were reviewed to evaluate the adequacy of employment instructions while guidance was given in response to numerous enquiries from field offices for interpretation of instructions in special circumstances.

In connection with the Suggestion Award Plan, upwards of 150 suggestions dealing with various phases of employment service operations were investigated and reports were prepared for the Departmental Committee in each case. Operating improvements resulted from some of the suggestions.

As in previous years, efforts were continued towards rendering unplaced applicant statistics, which arise from local office operation, as significant as possible of fully unemployed persons who are immediately available for employment. In this respect, several amendments of statistical recording procedure were introduced and considerable study was given to methods which might improve the usefulness of these statistics as an unemployment indicator. Early in the year the feasibility of one method under study in the previous year was further explored through experimental operations in several of the local offices. While these experiments were not conclusive, they did provide valuable information on the administrative limitations imposed on further effort to improve the significance of unplaced applicant figures to the numbers of unemployed.

Occupational Research—The division received many requests from local offices concerning the classification of occupations not included in

the United States Dictionary of Occupational Titles, a system of classification adopted by the Commission several years ago. The occupations not covered by the Dictionary—mostly occupations peculiar to Canada—were classified and included in a Canadian Supplement to the Dictionary of Occupational Titles and later made available to all local offices.

An important project undertaken was the preparation of a handbook on job specifications. The objective of this work is to provide instruction to local offices on the systematic preparation of information on “hard to fill” technical jobs. The job specifications provided will serve as “master orders” thus obviating the necessity for employers to repeat hiring standards every time a vacancy is listed with the local office.

Local Office Area Descriptions—The work of bringing local office area descriptions up to date was completed by the year end. The work of further revision will be undertaken with the availability of 1956 census figures or, in the case of individual descriptions, with significant changes to local office area boundaries.

Studies in Penetration—Studies were made into the proportion of employers’ hirings effected through local employment offices of the Commission. The relationship between local office placements and employers’ hirings, known departmentally as “penetration”, is a particularly useful indicator in the assessment of local office operations in terms of employment effectiveness. Studies of this subject were made both on industrial and geographical bases and, arising from these studies, remedial action was taken in the form of more intense employer visiting combined with improved local office performance.

Semi-Annual Report of Hirings and Separations—Two semi-annual surveys designed to obtain information from employers concerning numbers of workers on payroll, numbers hired and numbers separated were completed. The returns furnished by employers cover in the main those business establishments employing 10 or more employees—more than 54,000 establishments in all, employing a total of 2.8 million workers.

Information compiled from employers’ returns is used for a variety of purposes but these with the exception of certain by-products, are directed towards more efficient planning of local office operations. One of the important by-products arising from these reports is information relating to labour turnover and in this connection large employers submitting returns are furnished twice yearly with a schedule showing separation rates by industry. From this statement, employers are in a position to compare their own separation rates with those of their industry as a whole. More detailed information from these returns can be produced as required.

The tabulation of the employer’s return also makes possible a listing of employers classified according to industry and arranged by local office areas. This information, which is periodically made available to regional offices, comprises a comprehensive picture of the industrial patterns of local areas, and, as such, is of value to regional offices in the administration of the local offices in their regions. Other government departments also have access to this information.

GENERAL

Service to Immigrants—The NES continued to work in close co-operation with the Department of Citizenship and Immigration and with the Special Services Branch of the Department of Labour in regard to immigrants. NES officials at points of entry met special categories of immigrants and, where necessary, arranged transportation to inland points where they were again met by NES officials who placed them in pre-arranged employment. In the case of domestic workers, the initial inland move was to the Department of Labour Hostel at St. Paul l'Ermite where the girls were interviewed in comfort and in some detail so that their subsequent placement could be arranged, as far as possible, in communities suited to their qualifications and wishes. Further transportation to their final destination was also arranged.

The approximate number of immigrants assisted as described above is:

Farm workers.....	200
Sugar Beet Workers...	367
Domestic Workers...	1,049

The figures for the current fiscal year are again lower than those for the previous year but the number of ships met and groups transported are much the same.

Most of the immigrants referred to above received assisted passage loans from the Canadian Government and much of the work connected with the collection of payments against these loans devolved upon NES officers.

No statistics are available on the regular employment services provided for immigrants not included in the categories described in this section but it can be assumed that a good proportion of all the newcomers to Canada ultimately turn to the NES for assistance in finding employment, and, in many cases, for advice or assistance of a general nature.

Great Lakes Seamen's Security Regulations—3,144 applications were dealt with by the Commission's officers during the fiscal year, compared to 3,233 applications in the previous year. In addition to the processing of new applications, almost every office of the UIC was involved in the delivery of cards, replacement of lost cards and other administrative detail connected with the regulations.

Transportation of Canadian Workers—Exclusive of the movement of workers in agriculture and from surplus labour areas referred to elsewhere in this report, transportation was provided on behalf of employers to about 2,400 workers going to distant employment. The cost of such transportation was \$124,000, all of which is recoverable from the employers concerned. The corresponding figures for the previous year were 600 workers and \$45,000.

EMPLOYMENT COMMITTEES

The National Employment Committee is a non-governmental committee appointed under authority of the Unemployment Insurance Act "for the purpose of advising and assisting the Unemployment Insurance

Commission in carrying out the functions of the employment service". The committee consists of an independent chairman, representatives of the two national labour congresses (TLC and CCL), members of the Canadian Chamber of Commerce and the Canadian Manufacturers' Association, and individuals representing the following national groups: women, agriculture, veterans, retail trade, and welfare. In addition, there are five Regional Employment Committees and 61 Local Employment Committees with substantially the same basis of representation. During the present fiscal year, the Commission enlarged the personnel of the National Committee by adding representatives from the Canadian Construction Association and the Canadian and Catholic Confederation of Labour, which brings the Committee's total membership to 12.

Three regular meetings of the National Employment Committee were held (all in Ottawa). Progress made in implementing the recommendations in the National Employment Committee's 1954 report on seasonal unemployment was reviewed. The Committee was gratified that a Cabinet directive, designed to have an effect on winter employment through Government spending, had been issued to Federal departments, crown companies and Government agencies. The Committee was likewise impressed with the progress of the seasonal unemployment campaigns developed in all parts of Canada by Local Employment Committees, with the willing co-operation of municipal governments, newspapers, radio stations, public-spirited citizens and interested groups in these communities. In the latter connection, Regional Employment Committees have done important work and with the Commission's regional officials shared responsibility in planning within their respective regions.

Although the results of local campaigns cannot be assessed statistically, there is evidence that this intensive activity on the part of Local Committees is having a beneficial effect on winter job-finding. This form of community action has been well supported by a national publicity campaign and the educational program has been developed to a point where the public is co-operating to an extent not previously thought possible. These plans will be continued from year to year.

Through the kindness of the Building Research Division, National Research Council, Local Committees, contractors and others were supplied with a special booklet designed to extend winter building construction in Canada. This helpful booklet showed that with proper planning, building operations can be successfully carried out during the winter months at little additional cost.

In addition to reviewing the developments in connection with seasonal unemployment, special consideration was given by the National Employment Committee to the question of area unemployment. A sub-committee will study reports of employment conditions and the long-term prospects in certain localities where employment is declining and is unlikely to recover. Reliable detailed information regarding such areas is being furnished to the sub-committee by the Commission's Employment Branch. The work of the National Employment Committee also included examination of a special report estimating the number and types of workers who will be needed in Canada during the next few years. Here again, the

necessary data was provided by the Employment Branch. A third sub-committee has been appointed to look into the relationship between education and unemployment.

In general, the National Employment Committee has, during the year, continued to carry out its statutory function of advising the Commission on employment problems, both immediate and long-range. At the same time, Regional and Local Committees, in their respective spheres, have rendered a service of particular value to Regional Superintendents and local office managers throughout Canada.

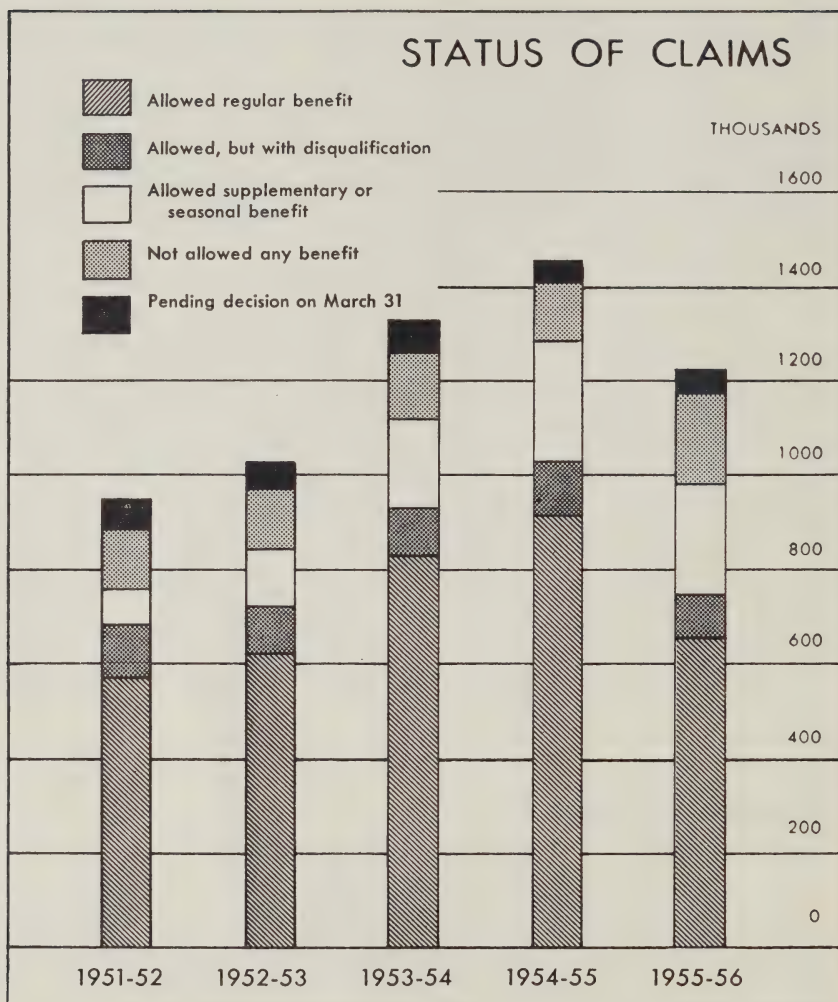
Ad Hoc Committees—Most of the committees formed on an ad hoc basis during the previous fiscal year were kept in being and some new ones were organized. These committees, which operate in areas where there is no regularly established local employment committee, were organized for the specific purpose of assisting in dealing with the problem of seasonal unemployment in the locality served by the National Employment Office concerned. At the end of the fiscal year approximately 100 of these committees were active. Although many committees continued to meet throughout the entire year, the number of meetings, and the extent of the study and work done, varied with local employment conditions. During the winter months, almost all the committees were extremely active. The support they gave to managers of local offices is extremely gratifying and is gratefully acknowledged by the Commission. The amount of supplementary advertising and publicity of all kinds obtained with the aid of these committees and the public response generated by their interest and activities have been outstanding and have proved of inestimable value in furthering the government's program to reduce seasonal unemployment.

UNEMPLOYMENT INSURANCE

CLAIMS DIVISION

Improved economic conditions throughout the year were reflected in a marked reduction in the number of claims filed. In every month of the year fewer claims were made than in the corresponding month of the previous year. Prompt service to claimants was maintained with very few exceptions.

There were 41,706 initial claims pending at the beginning of the year, 1,172,299 were received during the year, and 45,642 were pending at the end of the year. Thus, 1,168,363 initial claims were disposed of during the year, a decrease of 250,043 claims, or 17 per cent from the previous year. On 643,688 claims a benefit period was established with no disqualification and 83,223 established a benefit period with disqualifications for varying periods. In addition, 255,870 claims that failed to establish regular benefit periods did establish entitlement for seasonal benefit, 243,114 with no disqualification and 12,756 with disqualifications for various periods. Claims that failed to qualify for either regular or seasonal benefit numbered 185,582. Of those that failed to qualify in the first instance, 52,517 qualified later.



Total benefit paid during the year amounted to \$215,205,544. (Because seasonal benefit is now integrated with the general scheme this amount includes seasonal benefit paid.)

Of the 441,452 claimants that failed to establish regular benefit periods (255,870 of whom qualified for seasonal benefit), 386,196 failed because they did not have the necessary 180 daily contributions (as required by the old Act) or the 30 weekly contributions (as required by the revised Act) in the qualifying period. The remainder, 55,256, failed because they did not have 60 daily contributions in the previous 52 weeks, or 45 in the previous 26 weeks (old Act) or the eight weekly contributions in the last 52 weeks (revised Act).

A total of 219,124 disqualifications were imposed on claims on which entitlement had otherwise been established. These disqualifications were effective for varying periods from the time the claim was made or during the life of the claim. The following were the reasons for disqualification.

There were 65,148 claimants who left their employment voluntarily without just cause; 29,510 received from their employer(s) moneys over and above their regular pay at the time of separation and were not considered unemployed for the period represented by such moneys; 38,748 were unable to prove capability and/or availability for work; and 15,138 neglected to produce their insurance books. The main reasons for the remaining 70,580 disqualifications were: stoppage of work due to a labour dispute, neglect of an opportunity to work, refusal of work, loss of employment due to misconduct, and inability to meet additional conditions for the receipt of benefit as required for certain classes of insured persons.

Boards of referees heard 10,659 appeals made by claimants against decisions given by insurance officers. In 1,761 instances the appeals were allowed and the insurance officers' decisions were upheld in the remainder. In addition, insurance officers referred 13 claims to boards of referees before issuing the decisions. Of these, four were allowed by the boards and the remainder were disallowed.

Decisions on 83 appeals were given by the Umpire during the year, 53 by claimants and their associations and 30 by insurance officers. Of the former number, 13 were upheld and, of the latter, 24 were upheld.

COVERAGE DIVISION

Several slight extensions of coverage were made with the revision of the Act. These are listed in Appendix XI of this Report. To ensure that proper principles were observed in including these employments under the scope of the Act, careful investigations of the industries concerned were undertaken by the Coverage Division in co-operation with the field audit staff.

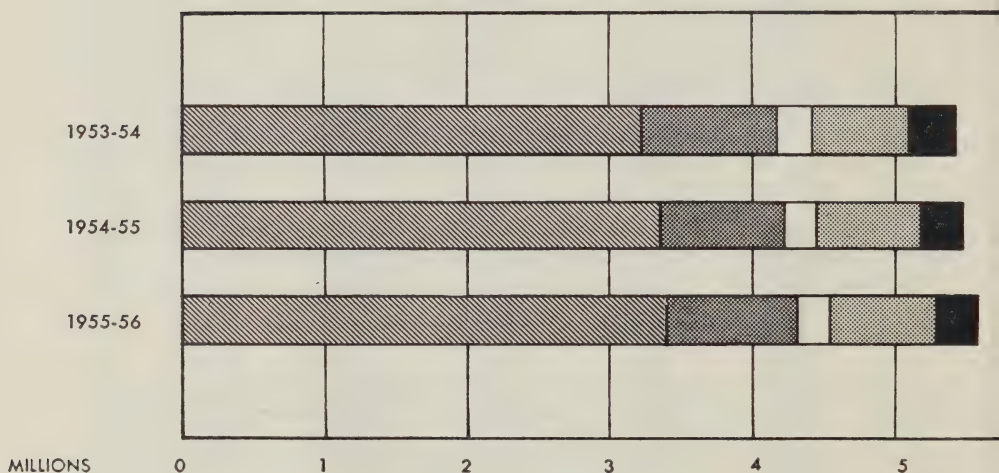
During the year under review, the governments of two provinces concurred in the insuring of additional groups of employees. Forestry employees in the service of the British Columbia provincial government became insurable on January 1, 1956 and all employees of the Nova Scotia Power Commission, with the exception of those employed on a permanent monthly basis, were insured as of November, 1955.

As at August 20, 1955, it was estimated there were 5,772,000 in the Canadian civilian labour force, of whom 4,438,000 were reported as wage earners. The balance was made up of 717,000 own-account workers, 293,000 unpaid family workers and 324,000 employers, making a total of 1,334,000 non-wage earners. Approximately 3,345,000 or 75 percent of the wage earners were insured persons and 1,093,000 wage earners were engaged in non-insurable employments. These included 142,000 in agriculture, horticulture and forestry; 128,000 in hospitals and charitable institutions; 190,000 permanent federal, provincial and municipal employees; 122,000 teachers; 72,000 private domestic servants; 62,000 salaried employees earning over \$4,800 a year; 23,000 nurses; 20,000 insurance

and real estate salesmen; 19,000 police; and 11,000 engaged in fishing and trapping. Others numbering 304,000 included persons who were engaged in miscellaneous employments such as professional sport and part-time or seasonal work as well as those who were not at work because of illness and vacations.

CANADIAN CIVILIAN LABOUR FORCE

Annual average fiscal year ending
March 31, 1954-1956



	1953-54	%	1954-55	%	1955-56	%
Insured wage-earners	3,224	59.8	3,338	61.2	3,399	60.9
Non-insured wage-earners	902	16.7	848	15.6	964	17.3
Total wage-earners	4,126	76.5	4,186	76.8	4,363	78.2
Unpaid family workers	246	4.6	238	4.4	222	4.0
Own-account workers	723	13.4	727	13.3	697	12.5
Employers	297	5.5	298	5.5	299	5.3
Total Civilian Labour Force	5,392	100.0	5,449	100.0	5,581	100.0

Source: Dominion Bureau of Statistics.

For some time the United States Armed Forces have been employing Canadian civilians at their air bases in Newfoundland. Since employment in Canada under the government of any foreign government is insurable only with the consent of that government, the Canadian civilians employed by the United States Department of Defence have not been covered by either the Canadian or United States Unemployment Insurance Act. As a result of correspondence between the two governments it is expected that the United States government will commence on July 1, 1956 to insure all Canadians employed by United States defence agencies in Canada.

During the year, nearly 10,000 coverage letters were written by the Commission's field offices throughout Canada in answer to enquiries concerning coverage under the Act. In addition, approximately 3,700 rulings were issued by the Coverage Division at head office on questions submitted by the field offices or received directly from the public. Of the opinions given by the Coverage Division, seven were referred to the Commission for formal decision at the request of the dissatisfied party. One decision on coverage was given by the Umpire during the year.

CONTRIBUTIONS DIVISION

The revised Unemployment Act provides for an entirely new concept in the calculation of contributions. They are now based on the amount of an employee's earnings in a week, and no longer on his weekly rate of earnings with daily portions of a stamp for periods of less than a week. In the year under review, the Contributions Division found it necessary to translate this concept into new methods and procedures for employers and employees.

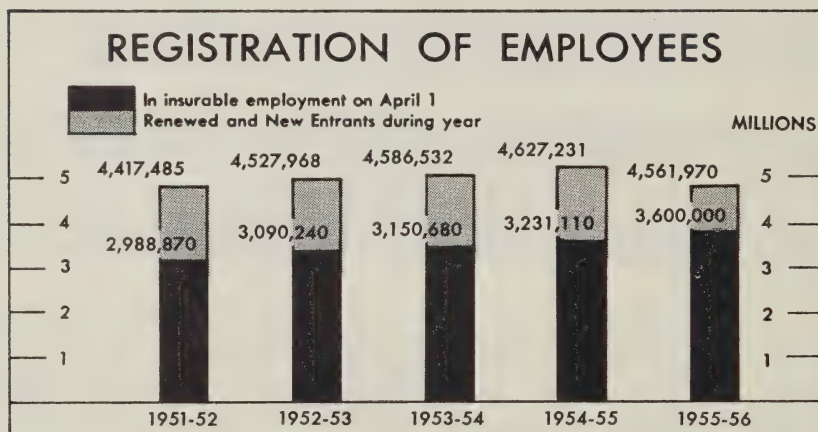
Under the revised Act, it has become necessary for employers using stamps to carry a few of most denominations in stock at all times so as to be able to affix the correct denomination in an employee's insurance book at time of separation. Some employers, rather than tie up funds in this manner, have elected to contribute under the bulk payment method and entirely avoid the use of stamps.

As a result, the number of bulk payment applications received and permits granted from the effective date of the revised Act (October 2, 1955) to March 31, 1956 was seven times the number received during the first six months of the year under review (April 1, 1955 to October 2, 1955). The total number of new permits granted during the year was 1,455, bringing the over-all total to 4,789 and representing an estimated 1,440,000 insured persons.

Another feature of the revised Act is that a person working in insurable employment concurrently for two or more employers must pay contributions for each employment, and each of the employers must also pay his portion of the contributions. This has resulted in a substantial increase in the number of books issued, which are now in excess of the number of insured persons. The estimated number of insured persons at March 31, 1956 was 3,600,000 as compared to 3,469,000 on March 31, 1955, whereas the number of persons who had been insured at one time or another in the year 1955-56 was 4,561,970 as against 4,627,231 during the previous year.

The benefit formula under the revised Act makes it necessary to maintain only four years' contribution records instead of five years', a saving of 20 per cent in space, storage and maintenance. However, due to the transitional provisions of the Act whereby persons who have exhausted their rights may be entitled to further benefit based on their insurable interest at October 2, 1955, it will be necessary to keep all contribution records since 1950 until the year 1959, when the full benefit of the saving will occur.

The Contributions Division computes claims and from the contribution records on hand determines the claimant's rate and duration. In the year under review, 1,148,819 initial claims were computed against 1,409,396 computed in the previous year. This is less than 1954-55, but because of the transitional features, many claims had to be recomputed; actually, 1,298,469 computations and recomputations took place during the year.



	<i>April 1, 1955</i>	<i>April 1, 1956</i>
Newfoundland	100,324	91,831
Prince Edward Island	15,385	14,666
Nova Scotia	162,906	161,234
New Brunswick	146,290	156,163
Quebec	1,362,482	1,338,350
Ontario	1,758,149	1,735,672
Manitoba	232,692	238,383
Saskatchewan	124,635	115,128
Alberta	304,272	289,664
British Columbia	420,096	420,879
CANADA	4,627,231	4,561,970

The registration of insured persons remained relatively stable. During the calendar year 1955, 1,272,469 new registrations were added to the Master file, and cross references and adjustments to names and insurance

numbers numbered 103,780 as against 105,805 the previous year. In addition, 345,065 inquiries concerning insurance numbers and other matters pertaining to insured persons were handled by the Master Index as against 309,699 in 1954. The increases are mainly due to the inclusion of some fringes of coverage and the need for two or more insurance books by an employee with two or more concurrent insurable employments. The size of the index continued to grow to some 8,000,000 references owing to the difficulty in clearing out the cards of those who have died or ceased to have any attachment to the labour market.

Armed Service contributions which are made by the Department of Veterans Affairs in respect of short-service veterans (those who have served three years or less) fell to \$1,244,234.84 as compared with \$1,713,462.58 in 1954-55. Armed Service contributions for World War II continued to fall off with the passage of time and only \$1,257.68 was collected compared with \$274,859.95 the previous year.

AUDIT DIVISION

Registrations of all the employers in Canada who employ insurable persons are maintained at district offices. During the year, the number of such employers increased to 329,311 from 315,332 during the previous year. Routine visits to these employers were carried out during the first part of the year.

In order to acquaint employers with the contribution method under the new Act, the Audit Division temporarily suspended routine field audits in favour of special courtesy calls. The plan was to visit all accessible employers giving individual instruction and leaving booklets containing examples of proper contributions under various circumstances. Where a visit was impractical, instructions and informative material were sent by mail. Although essential audits and investigations were continued, the auditors spent most of their time in the second half of the year on this extensive educational program. Appreciation of the assistance received from auditors has been expressed by many employers.

Special audits and investigations were carried on throughout the year. Special audits are those brought about through bankruptcy or where an employer is going out of business. Attempts are made to anticipate these events so as to collect any contributions that may be overdue. The investigations stem from complaints from employees regarding non-payment of contributions, non-delivery of insurance books, errors in coverage and similar matters. The auditors are brought into the picture when the employee and the local office cannot resolve the difficulty themselves. It is not unusual for these investigations to take just as long as an audit because a complete examination of the employer's records is very often required.

It was a busy year for the 315 members of the audit staff. Operating from 34 district and 83 resident offices, 125,242 audits were performed, 224,191 special courtesy calls were made and 30,882 regular investigations were completed. Of the audits performed, 30,186 revealed overdue contributions amounting to \$873,337. Thus there was delinquency in 24.1

per cent of audits and the average amount set up was \$28.93. This compares with 24.3 per cent and \$29.63 respectively for last year. Although some employers are habitual offenders, most of the amounts established came about through procrastination and carelessness, rather than because of deliberate evasion.

The collection efforts of the auditors continue to be effective with about 75 per cent collected at time of audit and a further 23 per cent by the district auditor. The outstanding balance of overdue contributions amounted to \$119,500, at March 31, 1956.

Only one field survey was conducted by the auditors during the year. This was concerned with the collection of the data regarding seasonal workers. The industries involved were inland water transportation and stevedoring in inland ports. Questionnaires were sent to all such employers and payroll investigations were conducted on selected employers.

Each year a check is made on selected bulk payers by reconciling the total of their employee contribution cards with the total remittances made during the year.

RECIPROCAL RELATIONS WITH THE UNITED STATES

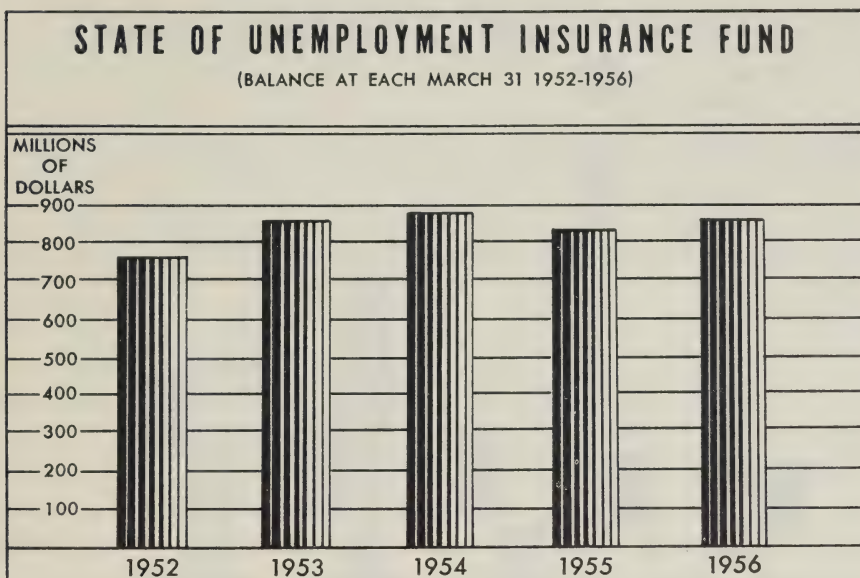
In order to preserve the benefit rights of persons who move from one country to the other, Canada and the United States entered into a reciprocal agreement in 1942. This enables persons to file claims against the country where they establish benefit rights by using the facilities of the offices in the country to which they have moved. The total number of claims filed in Canada against the reciprocating States during the fiscal year 1955 was 1,265 and the number of claims received by Canada from persons who changed their residence to the United States was 1,202.

UNEMPLOYMENT INSURANCE FUND

The Fund amounted to \$840,692,317 at the beginning of the year having dropped \$40,581,816 in the previous 12 months. Revenues continued to be static but the downward trend carried through to May, largely because of heavy supplementary benefit payments in April and because the winter level of regular payments persisted until that time. By May the Fund was reduced to \$822,595,494, the lowest it had been since August, 1952. The Fund then started to rise as benefits tapered and by December 31 had climbed to \$890,857,489 coming to within \$4,000,000 of the peak in the previous year (also in December) but falling short of the all-time high established in December, 1953 when the balance stood at \$921,181,594. The impact of the winter claim load then was felt and by March 31, 1956 the Fund was reduced to \$854,198,518.

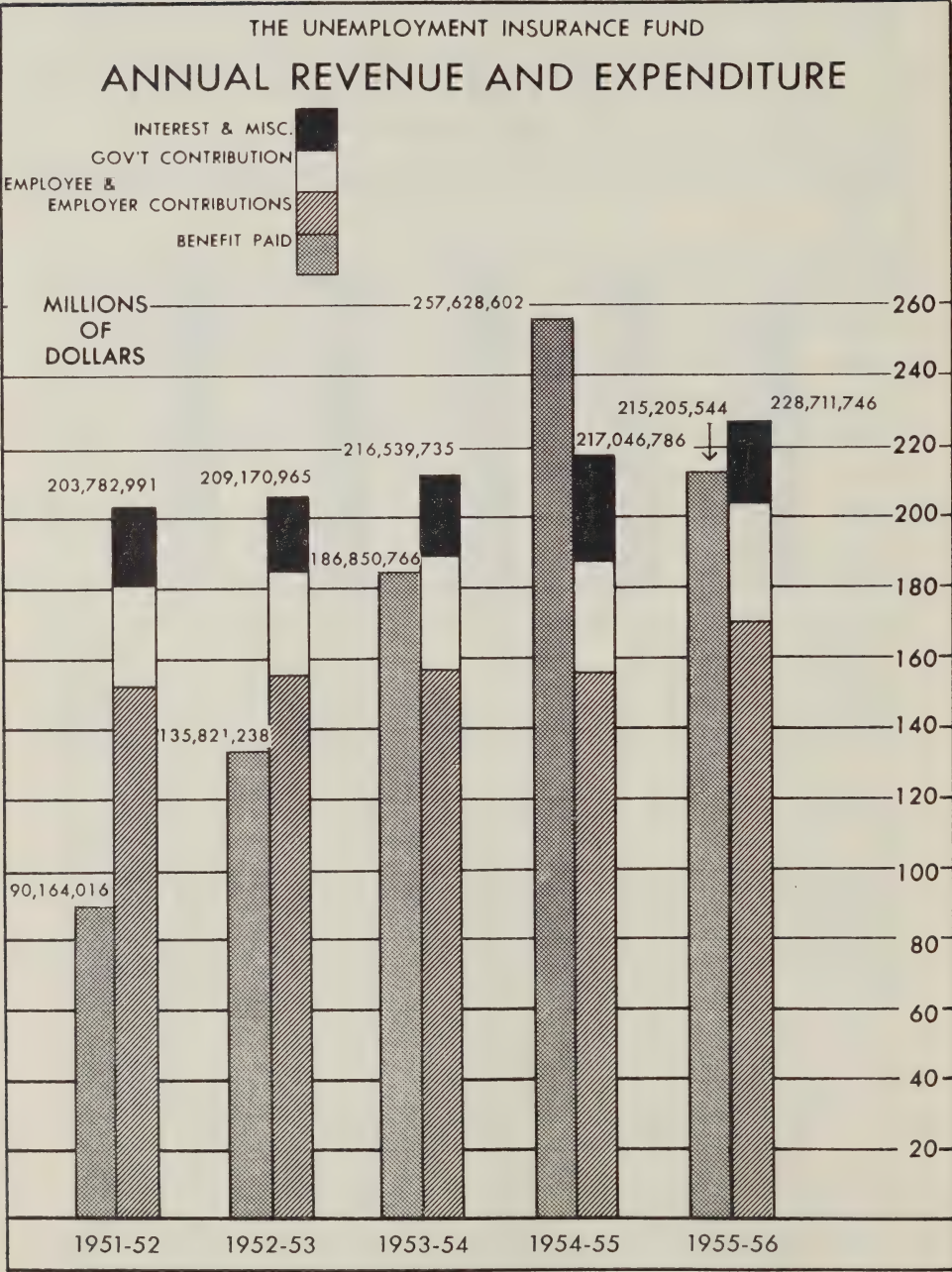
Contributions from employers and employees were \$169,726,970 (divided equally between them) to which the Government added \$33,948,573 representing its statutory requirement. Interest on investments and profits from sale of securities amounting to \$25,005,133 and fines and penalties of \$31,070, brought the total income to \$228,711,746. The

total outgo from the Fund (regular and seasonal benefit combined) amounted to \$215,205,544, bringing the closing figure to \$854,198,518.



The amount needed for current benefit payments is maintained in banks throughout Canada and the remainder of the Fund is invested in obligations guaranteed by the Government of Canada. Most of these are in the form of long-term securities although there are some short-term, non-interest-bearing Treasury Notes. The average weighted yield of all securities at March 31, 1956 was 2.97 per cent. Investment transactions may only be made on the authority of an investment committee composed of the Governor or Deputy Governor of the Bank of Canada and two persons nominated respectively by the Minister of Labour and the Minister of Finance. During the year, investments totalling \$71,962,000 were acquired and disposals (sales and redemptions) amounted to \$59,157,000. On hand at March 31, 1956 were securities having a book value of \$845,833,935, a par value of \$853,253,000 and a market value of \$834,048,307.

The balance in the Fund has reached its present level due to many years of comparatively full employment. For the last two or three years the balance at the end of the fiscal year has remained within comparatively narrow limits, with this year showing a slight increase in the closing balance. Recent amendments provide for a higher contribution rate and also provide for a higher benefit rate. The full impact of these changes will likely not be felt until next year but it is not expected that the Fund will be adversely affected to any great extent. However, Canada's climate is such that it always has caused much seasonal unemployment so that the Fund can be expected to fluctuate widely between winter and summer during each twelve-month period.



ADMINISTRATION**LEGAL**

During the fiscal year, the Legal Branch completed its work on the legislation which came into effect on October 2. The draft of the Act was discussed in detail with the Parliamentary Counsel and officers of the Commission.

The Regulations of the Commission were entirely revised and adapted to the provisions and the new concepts of the Act. Review was made of all the manuals of the Commission. A considerable number of interpretations on the new Act and Regulations were prepared as new problems were encountered, especially in the transitional provisions. The Regulations themselves were amended as administration of the new Act progressed.

In August an Enforcement Branch was created and made responsible for the investigation services and general enforcement of the Act and Regulations. Thereupon the functions of the Legal Branch became purely advisory, and the functional supervision of the regional legal branches and district investigators became the responsibility of the Enforcement Branch. The Legal Branch was consequently re-organized with a view to making it purely consultant to all branches and divisions of the Commission.

Considerable work was done on the re-draft of the Legal Manual in relation to the new Criminal Code which came into effect on April 1, 1955. Upon the subsequent introduction of the new Act and Regulations, which coincided with the separation of the enforcement and legal functions, new model consents for prosecutions were drafted, and the instructions to agents, as well as portions of the new Enforcement Manual, were revised. The Branch reviewed, from a purely legal aspect, a number of enforcement cases submitted to it by the Enforcement Branch.

The Legal Branch was given the additional duty of reviewing the briefs and notes prepared for the Umpire by the Claims Division in appeals to the Umpire in benefit cases. The Legal Adviser and his assistants acted as counsel for the Commission at the oral hearing before the Umpire in such cases.

A new procedure under the Public Officers Guarantee Fund Regulations was established in co-operation with the RCMP for the cases of defalcations by public officers.

The Legal Branch dealt with a number of coverage matters and ten such cases were submitted by the Legal Branch to the Commission for decision. Also fifteen referrals in connection with the Reinstatement in Civil Employment Act, as extended by the Veterans' Benefit Act, were adjusted. A large number of routine matters including review of forms, circulars and manuals, submissions to Treasury Board and the Governor in Council, and other administrative matters requiring legal attention, were dealt with during the year.

ENFORCEMENT

In August, 1955, a new branch was established to administer the Commission's enforcement program. Prior to that time, all enforcement matters were dealt with by the Legal Branch.

Because of the introduction of the new Act and Regulations, with effect from October 2, 1955, and, to a lesser extent, because of changes in the Criminal Code, many of the enforcement procedures previously in effect were obsolete or required revision. Of first importance, once the new branch was organized, was the preparation of an Enforcement Manual with up-to-date instructions. Revision of all enforcement forms was also necessary. The new manual has now been printed and all forms have been revised.

A new and simplified statistical reporting system for district investigators was developed. This system, when implemented, will substantially reduce the clerical work of district investigators and will allow them to spend the maximum time possible conducting investigations.

A review of regional procedures, with particular attention to statistical reports, is now in progress. The primary purpose of the review of statistical reports is to determine the type of statistics which will be required to provide a satisfactory control of such factors as production, work scheduling, and costs, for which standards will be established. It is also necessary that enforcement statistics be refined and reported in such a manner that analysis will produce basic information for determining where investigation is most necessary and where it will produce the best results. This will enable officers engaged in enforcement work to exercise a higher degree of selectivity when choosing cases for investigation.

During recent months, a review was made of investigations staffs in several districts where the work loads are heavy, and additional staff was provided where necessary. A review of all remaining districts will be undertaken shortly.

Appendix VII of this report is a statistical summary of the investigations completed during 1955-56 by this branch. A total of 45,060 investigations were completed, compared to 42,519 investigations during the previous year, an increase of six per cent. These investigations comprised formal investigations of claimants believed to have made false statements to obtain benefit, routine spot checks of postal and counter claimants to verify fulfilment of the statutory conditions, investigations relating to applications from former members of the armed forces for reinstatement in civil employment, and other miscellaneous investigations.

Of the above investigations 12,234 involved claimants who were believed to have made false statements to obtain benefit. Of these cases, 1,315 were recommended for prosecution; penalties under section 46(2) of the Act (section 65 of the new Act) were imposed in 6,490 instances.

Appendix VIII of this report is a statistical summary of prosecution proceedings instituted against employers and claimants for various infractions of the Act and Regulations. In the fiscal year ended March 31, 1956, 208 prosecutions were undertaken against employers, compared with

442 prosecutions initiated during the fiscal year 1954-55. The decrease in prosecutions against employers was mainly due to a change arising in connection with the new Act. Until October 2, 1955, when the new Act became effective, employers were prosecuted for failure to pay contributions at the times required. Since the new Act became effective, employers are not prosecuted for this failure, but there is provision for a penalty to be imposed when arrears of contributions are found to exist at the time of audit. This penalty has been set by Regulation at ten per cent of the amount of the arrears. The decrease was also due in part to the fact that commencing October 2, 1955, the auditors were engaged to a considerable extent in making courtesy visits to employers in connection with the requirements of the new Act. This resulted in fewer audits during the last six months of the year.

Prosecution proceedings against claimants for obtaining benefit through false pretences totalled 1,124, compared to 1,208 prosecutions for such offences during the previous fiscal year.

During the year, 51 cases against employers were withdrawn. These cases mainly involved actions undertaken against employers who had failed to pay contributions within the times required. Since such offences are no longer punishable by prosecution under the new Act, the Commission decided, as a matter of policy, that no further cases of this nature would be prosecuted even if the offences were committed under the old Act, and that any cases not yet heard by the courts would be withdrawn.

In addition, 63 actions against claimants were withdrawn during the year. Most of these withdrawals were because the whereabouts of the accused persons was unknown for lengthy periods. In each case, an internal penalty under section 46(2) of the Act (section 65 of the new Act) was imposed.

PUBLIC RELATIONS

The most important undertaking of the Public Relations Branch in the fiscal year under review was preparation of a campaign of publicity to inform the public of the provisions of the new Unemployment Insurance Act.

For press coverage, a mailing list was compiled of every daily and weekly newspaper in the country. Beginning several weeks before the effective date of the new legislation press releases covering the new provisions were sent out weekly. Returns from the clipping service, which was contracted for on September 1, showed good coverage had been effected.

At the same time, radio scripts, prepared at Head Office and distributed through the regional PROs and local office managers, were sent out. This material was carried on 84 English language radio stations, 26 French language radio stations, and on five television stations.

This free publicity was supplemented by two advertisements which were published in every daily paper and every weekly newspaper where a Commission office was located and where there was no daily newspaper. In addition, five spot announcements were carried over every radio station where the Commission has a local office.

Total outlets for the monthly *Questions and Answers* feature continued to increase. Seventy-four English language and 61 French language newspapers and periodicals carried the column, as compared to a total of 81 in the previous year. In addition, three radio stations featured this material.

The winter employment program, a long-range plan to educate the country to the benefits to be gained by spreading economic activity over the whole year, continued to gain public support. Local office officials and their *ad hoc* employment committees again played a most important part. Regional public relations officers in all regions were also active in supporting the activities of the local offices.

During the year, preliminary work was done on the production of two Commission publications. Text for a new Executive and Professional folder and for *Womanpower*, the latter written by the Co-ordinator of Women's Employment, were recommended for approval by the Departmental Publications Committee.

Among miscellaneous activities of the branch were: complete revision of the Annual Report mailing list; planning for a new quarterly employee publication to replace the Monthly Bulletin; preparation of material for head office officials; and sundry press releases, with accompanying television interviews with officers of the Commission.

STAFF

During the year, local office performance records were transferred to the Staff Relations Branch, and a new division, Establishment Review, was set up. Better control of local office staff requirements on a current basis was made possible as a result of this change.

The annual review of establishments, a procedure initiated in 1954, was again made in 1955, and little change was made in the over-all number of positions. Some positions were reclassified, and positions were added where the work load indicated that an increase was necessary. Some positions were deleted where a decrease in work load had taken place and also where positions were not required as a result of the implementation of the new Unemployment Insurance Act.

The net increase in staff was 258, from 7,080 on March 31, 1955, to 7,348 on March 31, 1956. The latter number was distributed as follows:

Head Office.....	347
Pacific Region.....	869
Prairie Region.....	1,107
Ontario Region.....	2,244
Quebec Region.....	2,014
Atlantic Region....	767

At March 31, 1956, the staff also included 1,408 casual employees, engaged to assist in meeting the seasonal pressure of work in connection with claims for unemployment insurance benefits.

Staff turnover (i.e. the net labour turnover rate), after showing a steady improvement from the 1952-53 high of 16.1 per cent, increased slightly. Figures for the past three fiscal years are: 1955-56 14.8 per cent; 1954-55 13.25 per cent; and 1953-54 15.7 per cent.

STAFF TRAINING DIVISION

Development work in many phases of staff training and major changes in the Unemployment Insurance Act contributed to a most active and progressive year for the Staff Training Division.

The new induction training course for newly appointed and transferred employees was in the final stage of preparation, and actual training was expected to begin early in the new year. An extensive correspondence course for those who aspire to be employment and claims officers was also nearing completion. Considerable progress was made in the development and preparation of new training material to be used for everyday work training. Existing training studies were reviewed and evaluated.

Follow-up material with visual aids was distributed to the special placement officers who attended the course on Rehabilitation (Employment Aspects of the Disabled or Handicapped) at the University of Western Ontario. This material has enabled these officers to consolidate the knowledge gained at the course, and to train others engaged in special placements work.

The planning and preliminary work for a new over-all program of staff training for Commission employees was well advanced at the end of the year. This program is designed to provide induction training to new or transferred employees, to provide training in all operations of the Commission to enable workers to become fully qualified in their own fields of work, and to offer voluntary courses to prepare them for greater responsibilities with the organization.

A four-week course was held at Laval University, Quebec City, for bilingual special placements officers in the Quebec region. The course was designed to further instruct these officers how handicapped people could be properly absorbed into gainful employment. During the course, lectures were given on medical subjects; non-medical subjects, including interviewing and testing techniques; and visits were made to clinics either in hospitals or rehabilitation centres.

Changes in the Unemployment Insurance Act required an appreciable amount of training to be done. All employees concerned with the unemployment insurance function were given training so that the provisions of the revised Act could be implemented efficiently with little or no interruption of service to the public. A series of four training booklets were published which outlined to employers the methods of affixing the new unemployment insurance stamps in insurance books under various circumstances.

Continued activity was evident in training newly appointed local office managers and in the number of groups studying the Commission's courses on Human Engineering and Art of Interviewing.

COMMISSION OFFICES

The table below indicates that a total of 241 offices were in operation on March 31, 1956. In this total were 28 branch offices and six locations at which service was given on a part-time basis. In addition, one agency was operated. The increase in regular offices and reduction in the number of branches from March 31, 1955, is the result, mainly, of a redefinition of operating field units.

Year Ending	Regional Offices	District Offices	Local Offices		Agency	Itinerant Offices	Total Offices
			Regular	Branch			
Mar. 31/42.....	5	4	109	118
Mar. 31/43.....	5	4	195	11	215
Mar. 31/44.....	5	4	194	16	2	..	221
Mar. 31/45.....	5	5	191	24	2	62	289
Mar. 31/46.....	5	4	191	30	2	68	300
Mar. 31/47.....	5	4	187	26	2	93	317
Mar. 31/48.....	5	..	189	24	2	60	280
Mar. 31/49.....	5	..	178	40	2	70	295
Mar. 31/50.....	5	..	181	37	2	71	296
Mar. 31/51.....	5	..	181	35	2	64	287
Mar. 31/52.....	5	..	186	34	1	36	262
Mar. 31/53.....	5	..	188	34	1	21	247
Mar. 31/54.....	5	..	191	33	1	8	238
Mar. 31/55.....	5	..	192	35	1	8	241
Mar. 31/56.....	5	..	201	28	1	6	241

INSPECTION SERVICE

The inspection service operated with greater stability and efficiency owing to the intensive training given during the previous year. Most inspectors are now fully trained and able to inspect offices of varying sizes and with different problems, as well as make functional surveys and special investigations.

During the year, 53 general inspections were made by Head Office inspectors. This included the inspection of the Toronto local office in which all inspectors participated. In addition, 60 cash verifications were carried out in local offices where the payment of benefit is made by cash. By regions, these were: Atlantic, 7; Quebec, 15; Ontario, 22; Prairies, 8; and Pacific, 8.

The inspection service was assisted in making inspections throughout the year by the travelling supervisors of the five regions. The latter also followed through with on-the-job training and guidance in local offices.

The first round of inspections is now complete with the exception of some 20 offices that will be inspected before next June. In addition, an evaluation survey was carried out in the field of employment and the inspectors were detailed during September and October to assist in the introduction and training of field staff in the provisions of the new Un-

employment Insurance Act, and, subsequently, to assess the effect of the new procedures.

On July 18 the Director returned to his post after having been on loan to the United Nations Technical Assistance Administration for a mission to Colombia, South America, in the field of public administration.

STANDARDS AND METHODS

The division carried out its normal work of establishing norms and developing standard practices and procedures. The work of the division was considerably accelerated in July in connection with changes in the Unemployment Insurance Act. Early in October, standards and methods officers were sent out to a number of key offices to observe, investigate and report upon the effects of the new provisions on existing methods and procedures.

At present, time and operation studies are being carried out. The data being gathered will be classified, edited and statistically treated. These studies will serve to make the necessary adjustments to existing norms, standards, methods and procedures. They will also serve to determine requirements for staff, equipment, machinery and office space for the coming year.

The new provisions of the Act have also occasioned a rewriting of all manuals of instructions and procedures of the Commission. In this connection, the division has carried out its functions of editing and reviewing the contents of these manuals for adherence to established policies.

The division has, within the framework of the Commission, the responsibility of operating the suggestions and awards program of the Public Service of Canada. In the operation of this program, there has been a marked increase in both the quantity and quality of suggestions. This increase clearly indicates that the program is progressing very satisfactorily.

PREMISES

Studies were made of the economic and social pattern of the large metropolitan centres with a view to forecasting their growth and preparing plans for servicing these larger areas in the future.

Many surveys have been carried on during the year in order to determine the advisability of opening new local offices to enable the Commission to serve the Canadian public more adequately. A number of these surveys were concerned with newly-populated areas.

Fifteen new premises were acquired during the year. Additional space was obtained for a number of offices and larger quarters were provided in 17 new federal buildings.

Minor renovations were made to existing offices; various layouts were prepared and implemented.

ADMINISTRATIVE COSTS OF THE UNEMPLOYMENT INSURANCE
COMMISSION DURING THE PERIOD APRIL 1st, 1955 TO MARCH 31st, 1956

Salaries and Wages.....	\$22,788,521.36
Living and Other Allowances.....	17,047.74
Professional and Special Services.....	50,517.03
Commission to Post Office Department.....	773,555.71
Canadian Corps of Commissionnaire Services.....	169,890.60
Travelling and Removal Expenses.....	581,427.65
Freight, Express and Cartage.....	91,290.02
Postage.....	724,929.79
Telephones, Telegrams and Other Communication Services.....	306,401.14
Publication of Departmental Reports and Other Material.....	33,061.29
Films, Displays, Broadcasting, Advertising and Other Informational Materials.....	29,498.12
Office Stationery, Supplies and Equipment.....	752,805.65
Unemployment Insurance Books.....	64,024.78
Unemployment Insurance Stamps.....	61,215.00
Materials and Supplies	10,526.56
Acquisition or Construction of Buildings and Works-Double Dwelling at Whitehorse, Y.T.....	36,252.25
Rental of Office Accommodation.....	1,566.75
Acquisition of Equipment.....	6,742.59
Repairs and Upkeep of Equipment.....	2,914.95
Rentals of Equipment.....
Electricity, Heat and Water Rates.....	1,101.12
Unemployment Insurance Contributions.....	17,623.99
Umpire, National Advisory Committee, National, Regional and Local Employment Committees, Courts of Referees.....	92,382.80
Sundries.....	8,809.40
	<hr/>
	\$26,622,106.29
	<hr/>

APPENDIX I

LOCATION OF OFFICES OF THE UNEMPLOYMENT INSURANCE COMMISSION

Head Office —Ottawa, Ont.
 Regional Offices—Atlantic Region—Moncton, N.B. —Prairie Region—Winnipeg, Man.
 —Quebec “ —Montreal, Que. —Pacific “ —Vancouver, B.C.
 —Ontario “ —Toronto, Ont.

NATIONAL EMPLOYMENT OFFICES

Newfoundland

Corner Brook West
 Grand Falls
 Placentia (Temp.)
 †St. John's

Prince Edward Island

†Charlottetown
 Summerside

Nova Scotia

Amherst
 Bridgewater
 Dartmouth
 Glace Bay
 †Halifax
 Inverness
 Kentville
 Liverpool

†New Glasgow
 New Waterford
 North Sydney
 Pictou
 Springhill
 †Sydney
 Sydney Mines
 Truro
 Yarmouth

New Brunswick

†Bathurst
 Campbellton
 Chatham
 Edmundston
 †Fredericton
 Minto
 †Moncton
 Newcastle
 Oromocto
 Sackville
 †Saint John
 St. Stephen
 Shediac
 Sussex
 Woodstock

Quebec

Acton Vale
 Arvida
 Asbestos
 Beauharnois
 Buckingham
 Causapséal
 Chandler
 †Chicoutimi
 Coaticook
 Dolbeau
 †Drummondville
 East Angus
 Farnham
 Forestville
 Gaspé
 Granby
 Grand'Mère
 †Grindstone
 (Magdalen Islands)

Quebec (Cont.)

†Hull
 †Joliette
 Jonquière
 Lachine
 Lachute
 La Malbaie
 La Tuque
 Lévis
 Longueuil
 Louiseville
 Magog
 Maniwaki
 Matane
 Mégantic
 Mont Laurier
 Montmagny
 Montmorency
 †*Montreal—
 Northern
 Western
 Centre
 Eastern
 Sales, Clerical
 and Youth

New Richmond
 Plessisville
 Port Alfred
 †Quebec
 Richmond
 Rimouski
 †Rivière-du-Loup
 Roberval

†Rouyn
 Ste. Agathe des
 Monts
 Ste. Anne de
 Bellevue
 St. Georges Est
 St. Hyacinthe
 St. Jean
 St. Jérôme
 Ste-Thérèse
 Sept Îles

†Shawinigan Falls
 †Sherbrooke
 Sorel
 Thetford Mines
 †Trois Rivières
 Val d'Or
 Valleyfield
 Victoriaville
 Ville d'Alma

Ontario

Annprior
 Barrie
 Belleville
 Bracebridge
 Brampton
 †Brantford
 Brockville
 Carleton Place
 Chatham
 Cobourg

Ontario (Cont.)

Collingwood
 †Cornwall
 Dunnville
 Fort Erie
 Fort Frances
 †Fort William
 Galt
 Gananoque
 Goderich
 Guelph
 †Hamilton
 Hawkesbury
 Ingersoll
 Kapuskasing
 Kenora
 †Kingston
 Kirkland Lake

†Kitchener
 Leamington
 Lindsay
 Listowel
 †London
 Midland
 Morrisburg
 Napanee
 Newmarket
 New Toronto
 Niagara Falls
 †North Bay
 Oakville
 †Orillia
 †Oshawa
 †Ottawa
 †Owen Sound
 Parry Sound
 Pembroke
 Perth

†Peterborough
 Picton
 Port Arthur
 Port Colborne
 Port Hope
 Prescott
 Renfrew
 †St. Catharines
 St. Thomas
 Sarnia
 Sault Ste. Marie
 Simcoe
 Sioux Lookout
 Smiths Falls
 Stratford
 Sturgeon Falls
 Sudbury
 Tillsonburg
 Timmins

†*Toronto—
 Centre
 Western
 Eastern
 Business, Profes-
 sional and Youth
 Trenton

Ontario (Cont.)

Walkerton
 Wallaceburg
 Welland
 Weston
 †Windsor
 Woodstock

Manitoba

†Brandon
 Dauphin
 Flin Flon
 Portage la Prairie
 St. Boniface
 Selkirk
 The Pas
 †*Winnipeg

Saskatchewan

Estevan
 Moose Jaw
 North Battleford
 Prince Albert
 †Regina
 †Saskatoon
 Swift Current
 Weyburn
 Yorkton

Alberta

Blainmore
 †Calgary
 Drumheller
 †Edmonton
 Edson
 †Lethbridge
 Medicine Hat
 Red Deer

British Columbia

Abbotsford (Temp.)
 Chilliwack
 Courtenay
 Cranbrook
 Dawson Creek
 Duncan
 Kamloops
 Kelowna
 Kitimat
 Mission City
 Nanaimo
 †Nelson
 †New Westminster
 North Vancouver
 †Penticton
 Port Alberni
 Prince George
 Prince Rupert
 Princeton
 Trail
 †*Vancouver
 Vernon
 †Victoria

Yukon Territory

Whitehorse

APPENDIX II

EMPLOYMENT OPERATIONS BY THE LOCAL OFFICES OF THE UNEMPLOYMENT INSURANCE COMMISSION, APRIL 1, 1955 TO MARCH 29, 1956, BY PROVINCES

Province	Applications Registered	Vacancies Notified	Total Placements	Regular (1) Placements	Casual (2) Placements
Newfoundland.....	Male 47,577 Female 3,220 Total 50,797	5,062 799 5,861	3,913 393 4,306	3,425 373 3,798	488 20 508
Prince Edw. Island.....	Male 10,862 Female 4,820 Total 15,682	4,874 2,921 7,795	3,898 2,324 6,222	2,157 1,629 3,786	1,741 695 2,436
Nova Scotia.....	Male 81,331 Female 22,403 Total 103,734	23,096 10,660 33,756	19,210 7,781 26,991	14,232 5,603 19,835	4,978 2,178 7,156
New Brunswick.....	Male 94,503 Female 22,460 Total 116,963	32,574 9,150 41,724	26,618 6,533 33,151	21,373 4,666 26,039	5,245 1,867 7,112
Quebec.....	Male 575,300 Female 192,936 Total 768,236	222,732 104,198 326,930	162,353 67,160 229,513	139,246 52,481 191,727	23,107 14,679 37,786
Ontario.....	Male 760,590 Female 315,837 Total 1,076,427	318,809 163,907 482,716	262,410 117,387 379,797	203,773 85,730 289,503	58,637 31,657 90,294
Manitoba.....	Male 103,984 Female 53,642 Total 157,626	41,182 24,958 66,140	33,131 17,457 50,588	25,174 10,101 35,275	7,957 7,356 15,313
Saskatchewan.....	Male 70,203 Female 30,448 Total 100,651	31,418 14,853 46,271	24,690 10,161 34,851	17,843 7,776 25,619	6,847 2,385 9,232
Alberta.....	Male 142,694 Female 55,429 Total 198,123	71,840 37,277 109,117	55,658 23,936 79,594	42,868 17,632 60,500	12,790 6,304 19,094
British Columbia.....	Male 281,490 Female 127,741 Total 409,231	106,915 76,760 183,675	88,380 62,492 150,872	69,382 31,334 100,716	18,998 31,158 50,156
Canada.....	Male 2,168,534 Female 828,936 Total 2,997,470	858,502 445,483 1,303,985	680,261 315,624 995,885	539,473 217,325 756,798	140,788 98,299 239,087
COMPARABLE TOTALS— 1954-1955.....	Male 2,160,638 Female 845,710 Total 3,006,348	650,011 415,492 1,065,503	534,154 308,789 842,943	415,742 197,975 613,717	118,412 110,814 229,226

(1) Includes Transfers — Out.

(2) Placements are termed "Casual" when the duration of the employment is six or less working days' duration.

APPENDIX III

EMPLOYMENT OPERATIONS BY THE LOCAL OFFICES OF THE UNEMPLOYMENT INSURANCE COMMISSION, APRIL 1, 1955 TO MARCH 29, 1956, BY REGIONS

Region	Applications Registered	Vacancies Notified	Total Placements	Regular (1) Placements	Casual (2) Placements
Atlantic.....Male	234,273	65,606	53,639	41,187	12,452
Female	52,903	23,530	17,031	12,271	4,760
Total	287,176	89,136	70,670	53,458	17,212
Quebec.....Male	575,300	222,732	162,353	139,246	23,107
Female	192,936	104,198	67,160	52,481	14,679
Total	768,236	326,930	229,513	191,727	37,786
Ontario.....Male	722,402	299,742	247,146	190,986	56,160
Female	307,195	159,705	114,190	83,079	31,111
Total	1,029,597	459,447	361,336	274,065	87,271
Prairie.....Male	361,720	166,189	131,357	101,252	30,105
Female	149,056	81,873	55,151	38,553	16,598
Total	510,776	248,062	186,508	139,805	46,703
Pacific.....Male	274,839	104,233	85,766	66,802	18,964
Female	126,846	76,177	62,092	30,941	31,151
Total	401,685	180,410	147,858	97,743	50,115
Canada.....Male	2,168,534	858,502	680,261	539,473	140,788
Female	828,936	445,483	315,624	217,325	98,299
Total	2,997,470	1,303,985	995,885	756,798	239,087
COMPARABLE TOTALS—					
1954-1955.....Male	2,160,638	650,011	534,154	415,742	118,412
Female	845,710	415,492	308,789	197,975	110,814
Total	3,006,348	1,065,503	842,943	613,717	229,226

(1) Includes Transfers — Out.

(2) Placements are termed "Casual" when the duration of the employment is six or less working days' duration.

APPENDIX IV NUMBER OF CLAIMS AND THE DISPOSAL DURING THE YEAR 1955-1956, BY PROVINCES

	Total	Newfoundland	Prince Edward Island	Nova Scotia	New Brunswick	Quebec	Ontario	Manitoba	Saskatchewan	Alberta	British Columbia
INITIAL CLAIMS:											
Pending March 31, 1955.....	41,706	1,957	118	1,472	1,900	16,839	12,521	1,240	1,078	2,330	2,251
Received—In person.....	1,033,324	16,839	5,330	44,487	46,834	342,404	348,785	47,497	25,724	51,914	103,490
—Postal.....	138,975	20,875	1,190	11,312	11,813	41,802	14,259	6,269	9,733	7,846	13,876
Total.....	1,214,005	39,671	6,658	57,271	60,547	401,045	375,565	55,006	36,535	62,090	119,617
Allowed—Regular Benefit:											
No disqualification.....	643,688	14,376	2,863	29,863	26,754	210,671	216,267	28,388	17,745	33,120	63,641
With disqualification.....	83,223	2,064	313	3,591	2,728	24,375	28,474	3,977	2,286	5,018	9,797
Seasonal Benefit:											
No disqualification.....	726,911	16,440	3,176	33,454	29,482	235,646	244,741	32,365	20,031	38,138	73,438
With disqualification.....	243,114	11,440	2,257	11,697	16,466	81,674	64,259	12,472	9,165	11,613	22,081
Total.....	12,756	913	48	367	638	5,321	2,784	547	403	627	1,108
Total Allowed.....	255,870	12,353	2,305	12,064	17,104	86,995	67,053	13,019	9,568	12,240	23,169
Not Allowed—Either regular or seasonal benefit											
Pending March 31, 1956.....	982,781	28,793	5,481	45,518	46,586	322,641	311,794	45,384	29,599	50,378	96,607
RENEWAL AND REVISED CLAIMS:											
Pending March 31, 1955.....	14,569	495	23	541	622	5,681	4,302	447	374	814	1,270
Received April 1 to March 31, 1956.....	1,006,547	23,718	4,343	48,681	44,215	329,433	334,222	40,731	24,561	47,081	109,562
Total Received.....	1,021,116	24,213	4,366	49,222	44,837	335,114	338,524	41,178	24,935	47,895	110,832
Allowed.....											
Disqualified.....	714,075	16,226	2,603	36,571	29,832	225,898	245,107	26,808	15,927	34,213	80,890
Not Entitled.....	123,145	1,924	322	4,551	4,188	46,748	42,857	4,695	2,116	5,042	10,602
Appeals to Boards of Referees.....	144,066	3,705	1,375	6,685	9,231	43,352	42,707	8,123	6,201	6,637	16,050
Appeals to the Unemployment Insurance Board.....	11,000	26	15	433	258	2,813	3,822	971	313	847	1,502
Pending March 31, 1956.....	28,776	2,332	50	981	1,327	16,261	3,912	578	374	1,148	1,763
Antedates—Approved.....	1,021,116	24,213	4,366	49,222	44,837	335,114	338,524	41,178	24,935	47,895	110,832
Not Approved.....	8,690	50	31	653	415	2,501	3,829	79	75	235	822
Extension of Qualifying Period:											
Approved.....	2,551	39	17	310	129	640	621	113	102	235	335
Not Approved.....	12,888	311	58	741	761	3,322	3,384	810	479	755	2,067
Dependency:											
Approved.....	3,966	83	2	190	344	1,702	613	65	86	139	742
Not Approved.....	18,998	1,338	39	538	1,039	6,840	5,495	833	417	1,002	1,457

**GROSS AMOUNT OF BENEFIT PAID, REASONS FOR CLAIMS DISALLOWED, AND DISQUALIFIED, AND THE
NUMBER OF INTERSTATE CLAIMS RECEIVED DURING THE YEAR 1955-1956, BY PROVINCES**

	Total	Newfoundland	Prince Edward Island	Nova Scotia	New Brunswick	Quebec	Ontario	Manitoba	Saskatchewan	Alberta	British Columbia
*REGULAR BENEFIT PAID TO CLAIMANTS:											
From April 1, 1955 to September 30, 1955.....	\$ 82,841,359	\$ 2,671,430	\$ 357,940	\$ 4,189,052	\$ 3,869,704	\$29,254,656	\$25,638,311	\$ 3,491,520	\$ 2,220,078	\$ 4,082,369	\$ 7,066,299
*SEASONAL BENEFIT PAID TO CLAIMANTS:											
From April 1, 1955 to September 30, 1955.....	9,435,961	589,981	93,351	463,146	682,854	3,278,997	2,298,851	469,477	387,705	450,833	780,766
Total.....	\$ 92,277,320	\$ 3,261,411	\$ 451,291	\$ 4,652,198	\$ 4,552,558	\$32,533,653	\$27,877,162	\$ 3,960,997	\$ 2,607,783	\$ 4,533,202	\$ 7,847,065
*REGULAR AND SEASONAL BENEFIT PAID TO CLAIMANTS:											
From October 1, 1955 to March 31, 1956.....	123,127,644	4,212,192	871,472	5,721,692	5,834,390	40,796,016	35,694,283	6,503,915	4,993,259	6,158,195	12,412,230
Total.....	\$215,404,964	\$ 7,473,603	\$ 1,322,763	\$10,373,890	\$10,386,948	\$73,259,669	\$63,571,445	\$10,464,912	\$ 7,601,042	\$10,691,397	\$20,259,295
REASONS FOR REGULAR CLAIMS DISALLOWED:											
Not 180 days.....	386,196	16,208	2,787	18,147	23,608	126,609	108,409	19,192	13,562	18,631	39,043
Not 60 or 45 days.....	55,256	4,794	477	3,223	4,803	17,637	13,557	2,349	1,962	2,577	3,877
Total.....	441,452	21,002	3,264	21,370	28,411	144,246	121,966	21,541	15,524	21,208	42,920
REASONS FOR DISQUALIFICATION:											
Not Unemployed.....	29,510	468	88	1,033	825	12,807	9,181	1,300	571	1,164	2,073
Not capable of work.....	5,532	163	50	306	309	1,547	1,750	142	146	432	687
Not available for work.....	33,216	508	57	1,119	1,044	12,192	11,775	1,888	688	1,771	2,904
Loss of work due to labour dispute.....	9,478	7	—	68	69	1,240	7,720	1	7	31	135
Refusal of work.....	54	—	34	768	747	8,340	4,144	561	376	611	1,277
Neglect of opportunity for work.....	2,331	—	23	133	25	731	996	85	25	63	250
Failure to carry out written direction.....	1,772	1	5	119	371	548	549	68	4	46	61
Non-attendance at course of instruction.....	82	—	—	7	3	27	36	2	4	1	2
Employment lost by own misconduct.....	9,850	70	17	465	250	4,126	3,314	280	148	423	757
Voluntary leaving without just cause.....	65,148	1,726	274	2,731	2,503	20,449	19,927	2,854	1,531	3,851	9,302
Inmate of prison or resident.....	—	—	—	—	—	—	—	—	—	—	—
Outside of Canada.....	34	—	—	4	2	17	6	1	2	—	2
Failure to lodge insurance book, etc.....	15,138	724	45	580	422	3,675	5,415	918	609	1,072	1,678
Seasonal Employment.....	3,796	747	8	68	332	1,980	282	13	33	13	320
Misrepresentation.....	8,486	279	28	209	156	4,319	2,725	173	133	185	279
Misconduct.....	14,256	135	48	684	417	4,146	5,130	879	133	185	279
(9) (2) (B) (1)) Other.....	147	1	—	1	1	3	4	1	1	—	135
Loss of work due to incapacity, etc.....	2,570	—	4	185	70	645	906	36	20	42	662
Determination and allocation of earnings.....	866	18	2	29	8	252	355	17	25	77	83
Total.....	219,124	4,901	683	8,509	7,554	77,044	74,215	9,219	4,805	10,687	21,507
INTERSTATE CLAIMS:											
Claims filed in Canada by U.S.A. claimants.....	1,265	12	4	73	25	538	342	57	13	31	170
Claims filed in U.S.A. by Canadian claimants.....	1,292	6	—	26	23	265	423	85	16	61	297

*The figures for benefit paid do not agree with amounts shown on the Statement of Revenue and Expenditure because of year-end adjustments.
 †255,870 of the claimants qualified for seasonal benefit, and 52,517 subsequently established benefit years.

UNEMPLOYMENT INSURANCE COMMISSION

APPENDIX VI
NUMBER OF "ACTIVE" CLAIMANTS ON THE LAST DAY OF EACH MONTH 1955-1956

Provinces	April 1955	May	June	July	August	September	October	November	December	January 1956	February	March
Newfoundland..... 1. 2. 3.	11,438 — (36)	7,293 — (38)	4,361 — (25)	3,748 — (23)	3,340 — (16)	2,912 — (21)	3,343 — (7)	5,264 — (9)	9,816 1,042 (18)	13,765 4,997 (20)	13,139 8,194 (24)	13,781 7,915 (46)
Prince Edward Island..... 1. 2. 3.	1,486 — (10)	841 — (6)	730 — (5)	623 — (5)	573 — (3)	561 — (2)	618 — (—)	1,005 — (2)	2,284 326 (1)	2,856 1,133 (10)	2,524 1,624 (18)	2,547 1,392 (13)
Nova Scotia..... 1. 2. 3.	15,979 — (163)	12,461 — (139)	10,085 — (125)	9,478 — (140)	8,973 — (137)	8,793 — (105)	9,877 — (101)	11,547 — (111)	16,192 1,525 (90)	20,372 4,909 (105)	16,972 7,611 (121)	17,950 8,218 (162)
New Brunswick..... 1. 2. 3.	17,659 — (87)	11,680 — (84)	7,878 — (94)	6,276 — (34)	6,056 — (67)	5,960 — (75)	7,591 — (65)	9,603 — (68)	15,949 1,991 (60)	19,861 6,491 (73)	18,049 10,738 (120)	19,548 11,560 (158)
Quebec..... 1. 2. 3.	129,922 — (1,359)	85,732 — (1,262)	63,305 — (1,190)	57,066 — (1,193)	47,224 — (998)	44,974 — (895)	51,287 — (925)	64,152 — (904)	110,247 13,646 (1,103)	120,613 32,906 (1,436)	128,014 45,897 (1,891)	135,942 53,835 (2,087)
Ontario..... 1. 2. 3.	101,469 — (1,171)	71,696 — (1,065)	64,418 — (975)	60,634 — (911)	58,363 — (811)	54,103 — (753)	56,362 — (802)	64,155 — (742)	103,667 14,149 (796)	103,474 30,517 (1,353)	105,407 34,580 (1,274)	93,291 34,466 (1,423)
Manitoba..... 1. 2. 3.	14,364 — (135)	9,547 — (166)	7,129 — (137)	6,718 — (244)	5,905 — (119)	5,777 — (108)	7,818 — (103)	11,225 — (125)	15,542 3,290 (201)	17,223 7,130 (174)	17,228 8,144 (200)	16,684 7,691 (263)
Saskatchewan..... 1. 2. 3.	9,365 — (67)	5,582 — (59)	3,560 — (51)	2,970 — (49)	2,563 — (49)	2,921 — (50)	3,813 — (45)	8,602 — (68)	11,860 2,621 (82)	12,637 4,761 (83)	13,639 6,153 (129)	12,304 5,833 (119)
Alberta..... 1. 2. 3.	22,131 — (120)	14,034 — (110)	8,672 — (122)	7,105 — (98)	6,779 — (81)	6,059 — (62)	6,237 — (55)	12,870 — (56)	17,312 2,612 (79)	19,263 5,565 (89)	19,258 6,692 (104)	18,652 6,453 (144)
British Columbia..... 1. 2. 3.	30,115 — (269)	21,822 — (256)	16,153 — (216)	13,110 — (203)	12,036 — (183)	13,359 — (148)	16,154 — (163)	31,363 — (153)	37,988 5,470 (183)	37,423 11,050 (279)	34,649 12,511 (335)	31,116 11,895 (388)
TOTAL..... 1. 2. 3.	353,928 — (3,417)	240,708 — (3,185)	186,321 — (2,940)	167,728 — (2,950)	152,782 — (2,461)	145,419 — (2,219)	163,100 — (2,264)	219,786 — (2,238)	340,857 47,272 (2,622)	367,487 109,459 (3,622)	368,879 142,084 (4,232)	361,815 142,258 (4,823)

1.—Ordinary.

2.—Seasonal.

3.—"Sick" included in Nos. 1 and 2.

APPENDIX VII

INVESTIGATION STATISTICS—FISCAL YEAR 1955-1956

REGION	INVESTIGATIONS COMPLETED				PUNITIVE ACTION	
*Number of District Investigators	Suspected False Statements	Spot Check and Miscellaneous	TOTAL	Average Investigations Per District Investigator	Prosecutions Recommended	Penalties Imposed Under Sec. 46(2) Old Act 65 New Act
Atlantic.. (7)	1,164	5,210	6,374	879	89	613
Quebec... (14)	5,587	9,182	14,769	1,036	503	3,429
Ontario.. (12)	3,322	11,160	14,482	1,207	319	1,681
Prairie... (8)	1,237	3,686	4,923	615	96	413
Pacific... (6)	924	3,588	4,512	713	117	354
Totals.. (47)	12,234	32,826	45,060	942	1,124	6,490

*The number of District Investigators is the average number on strength throughout the fiscal year.

APPENDIX VIII

LEGAL PROCEEDINGS INSTITUTED UNDER THE UNEMPLOYMENT INSURANCE ACT AND THE UNEMPLOYMENT INSURANCE REGULATIONS

Fiscal Year 1955-1956

Nature of Proceedings	Carried over 1954-55	Com-menced Current Fiscal Year	Prosecu-tions Finalized	Con-victions	With-drawals	Acquit-tals	Awaiting Result of Trials
Proceedings against employers for infractions of the Act and Regulations.....	56	208	208	205	51	3	5
Proceedings against claimants for obtaining benefit through false statements.....	228	1,124	1,107	1,093	63	14	182
Totals.....	284	1,332	1,315	1,298	114	17	187

APPENDIX IX

UNEMPLOYMENT INSURANCE FUND

BALANCE SHEET

AS AT MARCH 31, 1956

ASSETS

Cash on deposit with Receiver General.....	\$ 4,970,454.70
Amount on deposit with chartered banks for benefit warrant settlements.....	128,786.11
Advances to local offices for payment of benefit by cash.....	2,622,675.30
Amount due to the fund on account of theft and defalcation.....	6,200.00

Investments:

Government of Canada and Canadian National Railways Bonds at cost (par value \$853,253,000.00).....	\$849,000,363.74	
DEDUCT: Amortization of premium less accumulation of dis- count.....	3,166,428.96	
	845,833,934.78	
Accrued interest on investments.....	6,787,138.06	
		852,621,072.84
		<u>\$860,349,188.95</u>

LIABILITIES

Unredeemed Benefit Warrants:

Unemployment Insurance.....	\$ 4,149,248.70	
War Veterans Allowance.....	1,887.37	\$ 4,151,136.07

Deposits:

From employers under Bulk Payment Method.....	1,953,073.72	
Advance for War Veterans' Allowances.....	46,460.57	1,999,534.29

Balance at Credit of Fund:

Balance at March 31, 1955.....	840,692,316.77	
ADD: Excess of Revenue over Expenditure for period April 1, 1954-55, and does not include certain transactions during April 1956 applicable to the fiscal year 1955-56.....	13,506,201.82	
		854,198,518.59
		<u>\$860,349,188.95</u>

NOTE: This balance sheet will not agree with the balance sheet included in the Public Accounts 1955-56, as it includes certain transactions during April 1955 applicable to the fiscal year 1954-55, and does not include certain transactions during April 1956 applicable to the fiscal year 1955-56.

APPENDIX X

UNEMPLOYMENT INSURANCE FUND
STATEMENT OF REVENUE AND EXPENDITURE FOR
THE PERIOD APRIL 1, 1955 TO MARCH 31, 1956

REVENUE

Contributions:

Employers and Employees—

Stamp Method.....	\$ 77,896,018.37
Meter Method.....	18,824,550.74
Bulk Payment Method.....	71,760,908.65

Department of Veterans Affairs:

Armed Services.....	1,245,492.52	
	<hr/>	\$169,726,970.28

Government of Canada.....	33,948,572.66
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Fines Received.....	28,875.72
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Penalties Received.....	2,194.28
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Income from Investments:

Net interest earned after provision for amortization of premium and accumulation of discount, etc.....	25,005,132.67	
	<hr/>	<u>\$228,711,745.61</u>

EXPENDITURE

Benefit Payments:

Ordinary.....	\$205,774,358.37*
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Supplementary—

Classes 1 and 2.....	9,431,185.42	
	<hr/>	\$215,205,543.79

Excess of Revenue over Expenditure.....	13,506,201.82
-----------------------------------------	---------------

\$228,711,745.61

*Includes estimated Seasonal Benefit of \$25,736,294.00.

APPENDIX XI

The following constitute the major changes in the Unemployment Insurance Act. These changes were effective October 2, 1955.

COVERAGE

The revision of the Unemployment Insurance Act did not entail any material change in the basis of coverage. Basically, insurable employment is still employment under a contract of service. However, several extensions of coverage to employments formerly excepted were made by means of regulations passed under the Act. These extensions include the following:

- (a) employment in those parts of agriculture concerned with the raising of poultry and egg grading, and the raising of race horses, saddle horses or light harness horses;
- (b) employment in horticulture, except certain employments connected with general agriculture or performed in a nursery or greenhouse;
- (c) employment in forestry, with the exception of certain casual or temporary employments;
- (d) employment of any member of a municipal police force employed after December 31, 1955, with the consent of the municipality and with the concurrence of the Commission. Members of provincial police forces who became employed after December 31, 1955 may also be insured, provided the province concurs.

CONTRIBUTIONS

There were three main changes in regard to contributions under the Act. First, contributions would be made in accordance with the amount of earnings in a week rather than on a daily basis. Second, the scale of contributions was revised so that the contributions were a closer approximation to the same percentage of wages in each earnings class. Third, three new earnings classes were added at the upper end to allow higher ranges of benefit to employees as they move into those earnings classes.

The daily contribution was adopted in Canada under the 1940 Act in an attempt to make the contribution record an accurate reflection of days worked and days lost and also of changes in the amount of earnings from day to day or week to week. This method escaped some of the disadvantages of the fixed weekly stamp used in Britain, for example. However, the method was involved, entailed much risk of error, and meant additional work for employers and additional difficulty in processing insurance books and computing benefit. The basic method of making contributions by stamps or meter and recording them in insurance books was retained. However, the weekly contribution reduces the difficulties just mentioned and has several advantages over the daily contribution. For example, with one stamp based on the weekly earnings instead of portions of stamps for each day worked, it is immaterial whether an employer's establishment is on a six-day or five-day week. The spread of the five-day week caused great practical difficulties in applying the system of daily stamps. A

weekly earnings stamp also makes it easier to record contributions and determine periods of unemployment where there is short-time employment or subsidiary employment or where a holiday falls in the middle of a week. This is an advantage for employers and workers as well as for the administration.

In relation to the corresponding earnings classes, the rates of contributions are, for the most part, slightly lower than formerly. This benefits both employers and workers. Further, they are more evenly graded as a percentage of earnings. The old rates ranged from 18¢ a week from the employee for earnings under \$9.00 a week up to 54¢ for earnings of \$48.00 and over, with a similar amount payable by the employer. Taken as a percentage of average earnings in each contribution class these contributions ranged from 3.21 per cent at the bottom of the scale to .94 per cent in the highest class, which meant that the person with small earnings paid a much higher contribution relatively than the person in the higher earnings bracket. The new scale of contributions ranges from 16¢ for earnings under \$15.00 a week to 60¢ for earnings of \$57.00 and over. These rates work out at very close to 1 per cent of average earnings in each earnings class. At the bottom of the scale the percentage is 1.36 per cent. The percentage falls very slightly but in the top earnings bracket is still 1.01 per cent. This is about as even a progression as can be achieved with a set of stamps of fixed denominations.

As insurance books and related records are being retained on substantially the same basis as formerly, the Commission will still be in a position to maintain adequate records for statistical and actuarial purposes with reference to the income and outgo of the fund and the contribution and benefit history of insured persons.

BENEFIT

With regard to benefits under the Act, the following changes were made.

The qualifying conditions were amended and in some respects made easier.

The conditions for re-qualifying for a second benefit period after exhaustion of benefit were in some respects made easier.

Most of the benefit rates were increased.

The provisions governing the minimum and maximum duration of benefit were changed.

The non-compensable day was eliminated and the conditions under which a claimant, while receiving benefit, may earn casual, subsidiary or short-time earnings were made more equitable.

Supplementary benefits were integrated with ordinary benefit and called "seasonal benefit".

No material change was made in disqualifications (leaving employment voluntarily without just cause, participation in labour disputes, etc.) or in the waiting period.

QUALIFYING CONDITIONS FOR BENEFIT

Formerly, as a preliminary to obtaining benefit, a claimant had to show that he was:

- (a) unemployed;
- (b) capable of and available for work; and
- (c) unable to obtain suitable employment.

Having satisfied these three conditions, it also had to be shown that the prescribed number of contributions had been paid in respect of him. Under the old Act these were: 180 daily contributions paid during the two years preceding the date of his claim for benefit, of which either (a) 60 must have been paid during the 52 weeks preceding the claim (or since the commencement of the immediately preceding benefit year, whichever was less), or (b) 45 must have been paid during the 26 weeks preceding the claim for benefit (or since the commencement of the immediately preceding benefit year, whichever was less). In order to be fair to claimants who were incapacitated for work or who were in business on their own account, the Act allowed an extension of the periods mentioned above in order that a claimant might utilize contributions made at an earlier period.

Under the new Act, a claimant must show that he is unemployed during any week for which he claims benefit, and he is disqualified from receiving benefit for a day for which he fails to prove that he is capable of and available for work and unable to obtain suitable employment. However, the qualifying contributions are related to the number of contributory weeks rather than to the number of daily contributions. The minimum qualification for benefit is that contributions have been paid in each of 30 weeks during the two years preceding the date of claim, at least eight of which must be in the year immediately preceding the claim. This entitles a claimant to the basic minimum period of benefit, namely 15 weeks. Each additional two weeks of contributions entitles him to a further week of benefit up to the point where 72 contributory weeks have been taken into account, which gives the maximum of 36 weeks of benefit.

While it is necessary to have made contributions in each of 30 weeks to qualify, it is not necessary for a claimant to have been employed for the whole of each week. In this respect, the qualifying conditions are easier than under the old Act. Formerly the requirement of 180 days meant the equivalent of 30 complete weeks of employment, reckoning each week as six working days. Under the new provisions, two days, or even one day, of employment in a week can give a weekly contribution credit for the purpose both of qualifying and determining the duration of benefit. Such partial employment, since the earnings per week would be lower, would, if prolonged, result in a lower weekly rate of benefit, but would on the other hand enable a claimant to qualify for benefit sooner than under the old provisions.

For example, if a person ordinarily working on a five-day week went on short-time of four days a week, under the old daily stamp system he received four daily stamps for his week's work rather than one weekly stamp. This meant that if the short-time condition lasted for three months, under the daily plan he was credited with 52 days or $8\frac{1}{2}$ weeks, while under a weekly plan he would be credited with 13 weeks.

The same applies to the re-qualifying conditions, which are as follows. Instead of 60 days during the last year (or 45 during the last half year) a claimant has to build up credit for eight additional contribution weeks since the commencement of his previous benefit period. He again has to show that contributions were made in each of at least 30 weeks in the two years preceding the date of his claim. (Contribution weeks which were in the two years immediately preceding the previous claim can be used on a new claim only if they are within one year of the commencement of the new claim. This proviso is necessary to prevent a claimant using the same contributions over and over for benefit without having obtained any further insurable employment.)

Here again, the new Act makes it easier for a claimant to re-qualify for benefit in that a full weekly contribution credit may be acquired even though a claimant has been unemployed and paid benefit in respect of part of that week. Under the old Act he would get credit only for the particular days for which he paid contributions. If he was working only a couple of days a week, it would take him two or three times as long to establish a new benefit period.

RATES OF BENEFIT

In regard to rates of benefit, it had been realized for some time that because of the rise in wage levels the old benefit rates did not represent the same percentage of average earnings as formerly. The scale of benefit originally provided by the 1940 Act was designed to give benefit which would be slightly less than ordinary earnings in the lowest brackets and which would gradually fall to approximately 50 per cent of earnings in the top brackets. Benefit rates were adjusted several times to keep them in line with earnings. The new Act made another such adjustment. Under it, the maximum weekly rate for a single person is increased from \$17.10 to \$23.00 and the rate for a person with a dependent is increased from \$24.00 to \$30.00. (Average weekly earnings, excluding agriculture, are now about \$61.00.) There are adjustments also for the persons in lower earnings brackets.

DURATION

Under the old Act a claimant got entitlement to one day's benefit for five days' contributions in the previous five years less $\frac{1}{3}$ of the benefit days taken in the previous three years. This provided a minimum of six weeks' benefit and a maximum of one year (less the waiting period) or 51 weeks, depending on the length of time for which an insured person had contributed. However, the nominal entitlement may have been reduced or even wiped out entirely, if the claimant had made many previous claims, because of the $\frac{1}{3}$ deduction.

The great majority of insured persons have a good contribution history and experience had shown that in many cases the credit thus set up for an unemployed person when he files a claim was not being used. For example, during the five-year period 1949-1953, although about $\frac{1}{3}$ of all those establishing benefit rights were entitled to 180 days (30 weeks) or more, only about 1/20 actually drew benefit for 180 days or more. This

is illustrated by the following: The average duration authorized for all claimants was 26 weeks; the average benefit taken by all claimants was 9 weeks; 90.1 per cent drew only 1 to 19 weeks, 6.4 per cent drew 20 to 29 weeks, while only 3.5 per cent drew 30 or more weeks.

On the other hand it was found that the minimum duration of six weeks provided for a person who has made the minimum 180 qualifying contributions is insufficient to carry many claimants over their actual period of unemployment. This applied especially to immigrants, to young persons and others who had newly entered insurable employment and to persons unable to obtain steady employment and thus build up a solid record of contributions. Because of seniority clauses in labour agreements, among other reasons, these groups tended to be unemployed sooner than senior employees and also tended to have more difficulty in getting back into employment.

It was the object in designing a new benefit formula to provide a longer basic minimum period of benefit. This was fixed at 15 weeks instead of the old minimum of six weeks. In view of the high percentage of claimants who did not use the long period of entitlement that was often set up for them, it was considered justified to reduce the maximum period of entitlement to 36 weeks.

However, it must be noted that under the new benefit formula the provision of a nominal maximum credit for 36 weeks' benefit does not mean that 36 weeks is the maximum period during which a claimant can draw benefit. Under the new provisions regarding allowable earnings from part-time employment while on claim, if a claimant earns more than the prescribed amount during a week, while he is on claim his benefit, though not necessarily cancelled altogether, will be reduced to some extent. His income will be maintained through the receipt of partial earnings and partial benefit. The effect of this provision will be to extend the duration of his potential benefit. If at the commencement of his benefit period a credit amounting to 36 weeks of benefit is set up he will draw that amount in 36 weeks if he is wholly unemployed during that time. In many instances he will not draw it in 36 weeks if he is getting some short-time employment or part-time or subsidiary employment. At the end of 36 weeks he will still have a credit and if his incidental earnings during some weeks are fairly substantial he may continue to receive benefit (with or without partial earnings) throughout 51 weeks instead of 36 weeks, i.e., until the end of his benefit period.

To further illustrate the fact that the new Act is, on balance, quite as generous as the old Act and in some respects more so, it should be noted that under the old Act a claimant could obtain 51 weeks' benefit only if he had a record of solid contributions for unbroken employment over a period of five years preceding his claim, i.e., for 260 weeks. Under the new Act, if he has made contributions for 60 weeks within the two years prior to his claim he can obtain benefit for 30 weeks. (Under the old Act 60 weeks' contributions gave only 12 weeks' benefit.) Moreover, he need not have been employed for the whole of each week in the 60 weeks mentioned provided he has contributed for some insurable employment in each of those weeks.

ALLOWABLE EARNINGS

In the matter of allowable earnings, the old Act allowed a person on claim to be considered unemployed if he was carrying on some part-time job but only if it was in an occupation which could be carried on in addition to and outside of the ordinary working hours of his usual employment, and if the earnings from this subsidiary occupation did not exceed \$2.00 a day. This resulted in many anomalies. If a claimant earned, say, \$3.00 a day each day of the week he lost his benefit for the whole week. Another claimant who earned the same amount of money in one or two days received benefit for the other days on which he was unemployed. Similarly a claimant earning \$2.00 or less per day in subsidiary employment outside of his usual working hours was deemed to be unemployed and eligible for benefit throughout the week, while a claimant who earned even a small amount from his regular employer, say for one hour's work each day, was deemed to be employed and got no benefit for that week.

Anomalies also resulted from the old provision that the first day of unemployment in any period of unemployment was a non-compensable day. As with the waiting period, this device was intended to eliminate claims for very short periods and to help a single plan of unemployment insurance to fit a wide variety of employment conditions. However, the reasons for the provisions were difficult to explain to claimants and the anomalies were aggravated by the spread of the five-day week. None of the rules which were applied in an attempt to adjust the non-compensable day under these circumstances were satisfactory. Owing to the variations in working weeks, workers in different plants lost the same amount of pay but some got benefit and some did not.

The same sort of anomalies occurred in the treatment of short-time employment. One plant would shorten the working hours but continue to employ its workers on every working day. They got no benefit. Another plant employed its workers in alternate weeks. They worked the same number of hours as the workers in the other plant. However, these employees got benefit in the unemployed weeks.

Under the new benefit formula the non-compensable day was eliminated and the rule regarding subsidiary earnings was modified. A scale of allowable earnings related to the ordinary earnings of a claimant in the period preceding his claim was provided. During a week on claim he receives his full benefit payment if the earnings he gets from any casual, part-time or short-time employment do not exceed the allowable amount established in his case. However, if that amount is exceeded he does not necessarily lose all his benefit. The amount of the benefit is simply reduced by the amount of the excess of his earnings over the allowable scale.

Under this provision it will generally follow that a claimant who loses only one day's work will get no benefit, as the amount of his earnings from the other days of employment in that week will so greatly exceed the allowable limit as to reduce the benefit to zero. As regards a claimant who gets only a small amount of work during a week while he is on benefit, it is immaterial whether the earnings are obtained on one day or six days. It is also immaterial whether his earnings are from casual, subsidiary or short-time work. He will get benefit in proportion to the drop in his usual

earnings, after taking the allowable earnings into account. This provision eliminated the anomalies formerly arising in respect of short-time work, the five-day week, the non-compensable day and the subsidiary employment rule.

SEASONAL BENEFIT

In regard to seasonal benefits (formerly supplementary benefits) the amendments substantially incorporated the amendments regarding supplementary benefit which were approved by Parliament in January, 1955. Seasonal benefit is payable during the period January 1 to April 15 because it is recognized that at this time of year unemployment is always greater and that persons whose ordinary benefit runs out in the late fall or winter months find greater difficulty at that season in obtaining employment.

Under the new Act an insured person can qualify for seasonal benefit at the same rate as ordinary benefit if:

- (a) he has made 15 weekly contributions since the preceding March 31 (this will qualify him for two weeks' benefit for every three such contribution weeks, giving a minimum of 10 weeks' benefit and a maximum of 15 weeks); or
- (b) his regular benefit period terminated after April 15 preceding the date of his claim for seasonal benefit (this will qualify him for 15 weeks' seasonal benefits).

In effect, a regular benefit period can thus be extended during the winter from the ordinary maximum of 36 weeks to 51 weeks.

WAITING PERIOD

There is provision made in the new Act for a waiting period of six days. This is the equivalent of the present waiting period of five days plus the first non-compensable day at the beginning of an initial claim. Under a scheme of unemployment insurance the insured person can be expected to absorb a small part of the loss, as is often done under automobile and personal property insurance. This provision saves expense to the fund by eliminating claims that would otherwise be made for very short periods of unemployment amounting to only a day or two and makes a lower rate of contributions possible. What is just as important is that eliminating such claims makes it unnecessary to investigate the genuineness of the unemployment, something that is often difficult to verify when it is only of one or two days' duration.

By comparison with other countries it appears that the new waiting period of one week is not severe. All but three of the United States require a waiting period, and in most cases it is one week. In two states the waiting period is two weeks. In the United Kingdom there is a waiting period but, under a rather artificial arrangement, short periods of unemployment, if not separated by a stated number of weeks, are deemed to be a continuous period of unemployment and the first days are eventually paid for.

Since 1950 the Commission has had power to prescribe conditions under which the waiting period can be deferred in order to prevent hardship for a claimant when a new benefit period begins after he has been

unemployed for some time. The new Act provides that the waiting period in such cases can be waived entirely instead of being merely postponed.

TRANSITIONAL

Under the new Act the rates of benefit were increased, the minimum duration was lengthened and the provisions regarding allowable earnings which a claimant may receive without loss of benefit were made more liberal. Taken as a whole these amendments result in more benefit being paid to many claimants than at present. However, there will be cases where claimants, who have been insured for a long period, would have obtained more benefit under the old Act than will be possible under the new one. Provision was therefore made that during a transitional period of three years any claimant who exhausts his benefit on his first claim after October 2, 1955, will be entitled to any excess benefit which he would have received under the old Act had it been in force.

In practice, the potential benefit under both the old and the new provisions will be expressed in terms of a money credit and if the old Act would result in a larger credit the excess will be translated into the equivalent number of additional weeks of benefit at the new rate.

TABLE I—OLD CONTRIBUTION RATES

Range of Earnings	Employer and Employee Contribution (Each)	Average Earnings in Range	Contrib. as Percentage of Average Earnings
Less than \$9.00.....	18¢	\$ 5.60	3.21
\$ 9.00 to \$14.99.....	24	12.80	1.88
\$15.00 to \$20.99.....	30	17.85	1.68
\$21.00 to \$26.99.....	36	23.70	1.52
\$27.00 to \$33.99.....	42	30.20	1.39
\$34.00 to \$47.99.....	48	40.95	1.17
\$48.00 and over.....	54	57.50	.94

TABLE II—NEW CONTRIBUTION RATES

Range of Earnings	Employer and Employee Contribution (Each)	Average Earnings in Range	Contrib. as Percentage of Average Earnings
Less than \$9.00 (1).....	8¢
\$ 9.00 and under \$15.00.....	16	\$11.80	1.36
\$15.00 and under \$21.00.....	24	17.85	1.34
\$21.00 and under \$27.00.....	30	23.70	1.27
\$27.00 and under \$33.00.....	36	29.65	1.21
\$33.00 and under \$39.00.....	42	35.60	1.18
\$39.00 and under \$45.00.....	48	41.60	1.15
\$45.00 and under \$51.00.....	52	47.55	1.09
\$51.00 and under \$57.00.....	56	53.50	1.05
\$57.00 and over.....	60	59.70	1.01

(1) When earnings are less than \$9.00, the contribution (for benefit purposes) is counted as $\frac{1}{2}$ week.

TABLE III—OLD BENEFIT RATES

Employee Weekly Contribution	Weekly Earnings Range	Weekly Benefit		Average Earnings in Range	Benefit % of Average Earnings	
		Single	Dependency		Single	Dependency
18¢	Less than \$ 9.00	4.20	4.80	5.60	75.0	85.7
24	\$ 9.00 to \$14.99	6.00	7.50	12.80	46.9	58.6
30	\$15.00 to \$20.99	8.70	12.00	17.85	48.7	67.2
36	\$21.00 to \$26.99	10.80	15.00	23.70	45.6	63.3
42	\$27.00 to \$33.99	12.90	18.00	30.20	42.7	59.6
48	\$34.00 to \$47.99	15.00	21.00	40.95	36.6	51.2
54	\$48.00 and over	17.10	24.00	57.50	29.7	41.7

TABLE IV—NEW BENEFIT RATES

Employee Weekly Contribution	Weekly Earnings Range	Weekly Benefit		Average Earnings in Range	Benefit % of Average Earnings	
		Single	Dependency		Single	Dependency
16¢	Less than \$15.00	6.00	8.00	11.80	50.8	67.8
24	\$15.00 to \$20.99	9.00	12.00	17.85	50.4	67.2
30	\$21.00 to \$26.99	11.00	15.00	23.70	46.4	63.3
36	\$27.00 to \$32.99	13.00	18.00	29.65	43.8	60.7
42	\$33.00 to \$38.99	15.00	21.00	35.60	42.1	59.0
48	\$39.00 to \$44.99	17.00	24.00	41.60	40.9	57.7
52	\$45.00 to \$50.99	19.00	26.00	47.55	40.0	54.7
56	\$51.00 to \$56.99	21.00	28.00	53.50	39.3	52.3
60	\$57.00 and over	23.00	30.00	59.70	38.5	50.3

TABLE V—ALLOWABLE EARNINGS

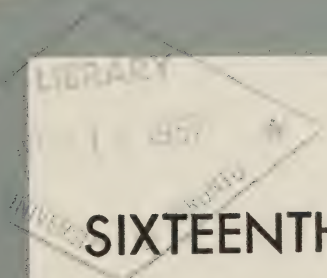
Weekly Earnings Range	Benefit		Weekly Allowable Earnings	% of Average Earnings, Benefit and Allowable Earnings,	
	Single	Dependency		Single	Dependency
Less than \$15.00...	\$ 6.00	\$ 8.00	\$ 2.00	67.8	84.7
\$15.00 to \$20.99....	9.00	12.00	3.00	67.2	84.0
\$21.00 to \$26.99....	11.00	15.00	4.00	63.3	80.2
\$27.00 to \$32.99....	13.00	18.00	5.00	60.7	77.6
\$33.00 to \$38.99....	15.00	21.00	6.00	59.0	75.8
\$39.00 to \$44.99....	17.00	24.00	7.00	57.7	74.5
\$45.00 to \$50.99....	19.00	26.00	9.00	58.9	73.6
\$51.00 to \$56.99....	21.00	28.00	11.00	59.8	72.9
\$57.00 and over....	23.00	30.00	13.00	60.3	72.0

OTTAWA
Edmond Cloutier, C.M.G., O.A., D.S.P.,
Queen's Printer and Controller of Stationery,
1956

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Canada Unemployment Insurance Commission
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SIXTEENTH
ANNUAL

REPORT

FISCAL YEAR ENDING MARCH 31, 1957

THE UNEMPLOYMENT INSURANCE COMMISSION
OTTAWA, CANADA

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CANADA

UNEMPLOYMENT INSURANCE COMMISSION

June 30, 1957

To the Hon. Michael Starr,
MINISTER OF LABOUR.

SIR,

We have the honour to submit herewith for the information of Parliament the sixteenth Annual Report of the Unemployment Insurance Commission covering the period from April 1, 1956, to March 31, 1957, except where otherwise indicated.

The report is prepared in compliance with Section 95 (1) of the Unemployment Insurance Act.

Respectfully submitted,

A cursive signature that reads "J. Bisson".

CHIEF COMMISSIONER.

A cursive signature that reads "R. J. Tallon".

COMMISSIONER.

A cursive signature that reads "C. A. Murchison".

COMMISSIONER.

UNEMPLOYMENT INSURANCE COMMISSION

ANNUAL REPORT OF ACTIVITIES FOR THE FISCAL YEAR ENDING MARCH 31, 1957

INTRODUCTION

As in the previous fiscal year, new unemployment insurance legislation provided the main preoccupation for the Commission. On August 8, 1956, Parliament passed a Bill amending the Unemployment Insurance Act in two important respects. First, it eased the qualifying conditions for drawing benefit. Second, it enabled the Commission to bring under the Act, by regulation, all those engaged in the fishing industry.

The legislation dealing with benefit was deemed necessary because of circumstances arising from the operation of the new Act which had come in force the previous year. Under the 1955 Act, many of those who made subsequent claims for benefit were finding it difficult to qualify because of the requirement of 30 weekly contributions in the 52 weeks preceding the new claim. The amendment reduced this particular requirement to 24 weeks and this action has apparently removed the difficulty.

Following passage of the enabling legislation on August 8, 1956, the Commission turned to the problem of working out a plan for insuring Canada's 50,000 commercial fishermen. The chief difficulty to be overcome was that the great majority of fishermen are either self-employed or work on shares, whereas unemployment insurance was designed to cover only wage earners. Thus, the plan finally worked out by the Commission involved a new departure in unemployment insurance.

The principal innovation is that the first buyer of the fisherman's catch becomes an employer for the purposes of the Act. This permits coverage, not only of the sharesman, but also of the skipper of a fishing vessel.

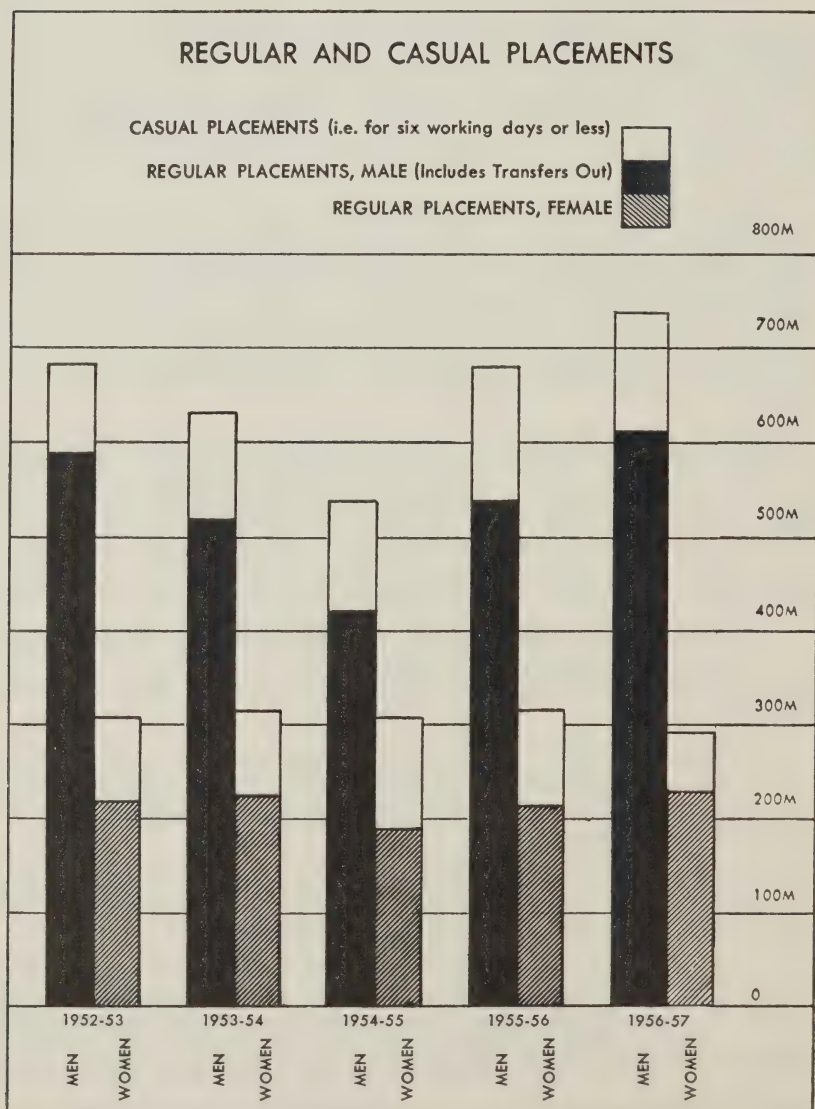
Towards the end of the fiscal year the registration of fishermen and buyers was proceeding, with contributions to the fund starting on April 1, 1957 and benefits becoming available to qualified fishermen the following January 1.

Since unemployment insurance for fishermen involves travelling uncharted courses, close study will be given the plan to determine its effects on the over-all operations of the Commission.

It should be noted, finally, that in this new field, as well as in routine operations, the unstinting devotion of the Commission's staff has been of inestimable value. The efforts of employees at head office, regional office, and local office levels have produced a fine record of achievement. Details of this service to the public are outlined in the following pages.

EMPLOYMENT

The year under review was one of high employment. During the peak months, in the summer and early fall of 1956, unemployment fell to very low levels and shortages of labour were apparent despite a substantial increase in the labour force. The usual seasonal decline in employment began during October and continued through the first quarter of 1957. In the first quarter of 1957, unemployment was higher



than in the corresponding period of a year earlier but employment was also higher. Thus, while employment continued to expand, this expansion during the latter part of the fiscal year was not sufficient to take care of the increased labour force.

The high level of employment in 1956-57 is reflected in the placement activities of the National Employment Service. Placements numbering 1,027,795 during the fiscal year were 31,910 higher than in the preceding year and were, in fact, higher than for any post war year. The placement total comprised 786,636 regular placements, 199,067 casual placements and 42,092 transfers-out. The term "transfers-out" refers to placements made by one local office in the area of another. A comparison of placements with previous years is presented in the above chart.

SERVICE TO INDUSTRIES

Primary Industries—The buoyant Canadian economy which prevailed during the past year placed primary industries, particularly agriculture, at a decided disadvantage when competing for workers. The movement of workers to urban areas has resulted in difficulties in meeting the labour needs of the primary industries.

New mines, new materials and the widespread extension of existing facilities sparked an increase in Canada's mineral output to record production levels. The reported shortages of skilled and unskilled workers in mining were confined chiefly to metal mines and oil fields. Some assistance was obtained through the immigration program, but this supply was not sufficient to meet the acute labour shortages in certain areas.

Gold mining had its depressed areas and some marginal operators curtailed or closed down operations. However, all available labour, both surface and underground, was immediately absorbed by other metal mines and in particular by the new uranium camps. The continuing decline in western coal mining necessitated further reductions in that industry's labour force; in eastern coal mining operations there were some work stoppages which affected several hundred coal miners. In many cases, NES was able to supply alternative suitable employment for out-of-work coal miners. A total of 14,303 placements was made, an increase of 1,770 over the previous year.

As the demand for forestry products was exceptionally good during most of the period under review, a higher and steadier level of employment prevailed in this industry. In addition, increased mechanization and improved transportation methods were introduced to meet the increasing demand. On-the-job training programs had to be instituted in many localities in order to make use of inexperienced labour to keep the industry's manpower up to requirements. The efforts of NES resulted in some 38,959 forestry placements during the fiscal year. This compares favourably with the placements made the previous year.

Employment in the fishing industry was much the same as in the previous period. However, in some localities workers normally attached to this industry drifted either temporarily or permanently to more stable and remunerative work. The same trend was noticed in trapping.

A late, cold spring east of the Rockies retarded demands for labour in agriculture in this area. Later in the year, when farm labour was required, neither experienced nor inexperienced help was available. This became a matter of great urgency during the harvest period. In the area west of the Rockies, because of the 1955 frost damage to fruit trees, many operators put in other crops which resulted in a greater demand for pickers during the later harvest season. However, as the recruitment of agricultural workers from the Prairies was not required early in the year, assistance from this source could not be obtained at a later date.

In both areas when available local help had been exhausted, special efforts were made by NES to encourage high school students, urban dwellers, defence personnel on furlough, and other categories of workers available for short duration, to assist in saving the country's crops. These groups of workers were employed in agriculture in considerable numbers.

In certain parts of the country, Indian labour was recruited to a much greater extent than in previous years, and there was evidence of higher stability in their employment in agriculture.

To meet anticipated shortages in certain areas, the NES, using the facilities of the Federal-Provincial Farm Labour Agreements, organized movements of farm labour between provinces and within provinces. Certain shortages were met by reciprocal arrangements between Canada and certain states in the U.S.A.

The principal farm labour movements with the number of farm workers involved were as follows:—

NATIONAL MOVEMENTS

Berry and fruit picking.....	From Vancouver, New Westminster in British Columbia..... and other areas to berry and fruit belts.....	266
Sugar beet thinning—Alberta.....	From Northern Alberta and Saskatchewan to Lethbridge, Alta.....	491
Sugar beet thinning—Manitoba.....	From points within Manitoba to Winnipeg, Man.....	102
Sugar beet thinning—Quebec.....	From St. Georges, Que. to St. Hilaire, Que.....	100
Sugar beet thinning—Ontario.....	From St. Georges, Que. to Chatham, Ont.....	133
Sugar beet harvesting—Quebec.....	From St. Georges, Que. to St. Hilaire, Que.....	34
Hay and grain harvesting—Ontario.....	From New Brunswick, Nova Scotia and Newfoundland.....	424
Hay and grain harvesting—Ontario.....	From Prairie Region.....	40
Grain harvesting—Prairie Provinces.....	From Ontario.....	500
	From Quebec.....	184
Potato picking—Prince Edward Island.....	From Nova Scotia.....	379
Potato picking—New Brunswick.....	From points in New Brunswick to Woodstock, N.B.....	559
Apple picking—Nova Scotia.....	From points in Nova Scotia to Kentville, N.S.....	310
Tobacco harvesting—Ontario.....	From Quebec.....	388

INTERNATIONAL MOVEMENTS

Tobacco harvesting—Ontario.....	From the U.S.A.....	4,000
and Quebec Regions		
Potato planting—Maine, U.S.A.....	From New Brunswick.....	137
Potato picking—Maine, U.S.A.....	From Quebec.....	3,825
	From New Brunswick.....	2,240
Bean picking—Maine, U.S.A.....	Day-haul from New Brunswick...	250
Potato picking and other harvesting—.....	From Quebec.....	35
New York State, U.S.A.		
Apple picking—New York State, U.S.A.....	From Quebec.....	75

The total placements made by NES in agriculture during the past fiscal year amounted to 64,822, showing a large decrease from the previous year.

Manufacturing—Manufacturing activity continued at a high level for the second successive year with nearly all branches of product manufacturing sharing in this activity. This was reflected in a new high being established in the Gross National Product in which manufacturing occupies a prominent position. There was, however, a slight slowdown in some spots toward the end of the year, noticeably in the radio and television field, and, to a lesser degree, in the automobile industry.

Expansion of manufacturing facilities included many additions to existing plants as well as the establishment of a considerable number of new plants in many centres. All regions shared in this expansion although the greater number were in the highly developed industrial centres of Ontario and Quebec. There was evidence of new industrial development in the Prairie provinces with heavy industry being represented by the establishment of a tube mill in Saskatchewan. Local offices in which the developments took place were prompt in offering their assistance to the respective employers in finding additional staff to meet their requirements. Technological changes also took place in many plants through the introduction of automation in many of its forms, although this development has not as yet reached the position which it is thought would be attained.

There was a steady demand for highly skilled tradesmen such as machinists, tool and die makers, and electronics technicians. At times, the scarcity of such help taxed the facilities of local employment offices. In these cases, use was made of NES nation-wide clearance machinery. In other cases, when suitable applicants could not be found in Canada, requests were cleared to the United Kingdom with satisfactory results in many instances. The regular flow of immigrants from Great Britain, Europe and elsewhere also assisted in filling shortages of skilled tradesmen in the manufacturing industry.

Total placements in manufacturing occupations by various Commission offices across Canada numbered 237,047. This was an increase of nearly 16 per cent over the previous year. Regionally, the placements were: Atlantic—7,697; Quebec—64,815; Ontario—180,696; Prairies—25,842; and Pacific—29,997.

Construction—The all-time record high volume of construction during the fiscal year resulted in a heavy demand for construction

workers in all trades and occupations. Engineering led the field with a considerable increase over 1955, followed by industrial and business construction. House construction, however, began to decline during the summer months and this decline continued until the end of the year. In spite of these latter conditions, the NES placed more construction workers in employment than in any previous year.

Good progress was made on the St. Lawrence Seaway and Power Project, with the NES being able to recruit a large number of skilled workers locally and through clearance. From September 16, 1954 to March 31, 1957, 15,925 workers were placed on this project by the NES. The labour pool in the Cornwall local office was used extensively by all contractors on the Hydro project in listing their vacancies for help. During the fiscal year, a new system was established whereby laid-off workers were recalled according to their seniority on the power project. To make this latter operation a success, additional records were maintained by the Cornwall local office, and close relations were maintained with the Ontario Hydro Labour Relations Association and the various unions.

Contractors on the DEW and Mid-Canada Lines were hard pressed for experienced help during the summer and autumn months. Clearance was used with gratifying results in the recruiting of skilled and unskilled workers.

The operating contractor of the DEW Line is recruiting all his help through the NES, his requirements being mostly for skilled personnel such as radar technicians and diesel mechanics. Sufficient applications have been processed to meet the employer's needs.

As in the previous year, a large number of construction workers were referred to employment on the various defence projects throughout the country.

Construction in the new uranium field at Blind River and Elliot Lake resulted in an unusual demand being made for skilled tradesmen. These were recruited throughout Ontario. A branch office was opened to meet additional requirements during the operational stage.

The high level of pipeline construction in the Pacific, Prairie and Ontario regions created an unusual demand for experienced pipeline workers. Clearance was used extensively to recruit this help, and, when suitable Canadian labour could not be obtained for pipeline contractors, the NES notified the Department of Citizenship and Immigration that temporary admission of experienced American personnel was unavoidable.

Transportation—Extra gang labourers were again in demand by the railway companies, for track work in particular, and the NES provided a large number of workers. Vacancies were also received from the railway companies for skilled workers, such as electricians, machinists and carpenters, for maintenance work on equipment in the shops. At some division points, NES assisted in the recruitment of apprentices in the shop trades.

In December, the CPR strike resulted in a large number of CPR workers being laid off and registered with the NES. This was at a time when employment opportunities were at a low ebb and alternate employment difficult to find.

During the navigation season on inland waters, the NES had many urgent calls from shipping firms for a wide variety of workers, with suitable help being provided where possible.

Airline companies remained active during the period under review, with the demand for experienced personnel most evident in those firms moving material and workers to defence projects in Northern Canada.

Trade—The upsurge of business in wholesale and retail trade resulted in an increased demand for experienced sales personnel. To meet this situation, part-time workers were encouraged to seek employment in this industry. Employers in many centres requested the assistance of the NES in providing staff for new stores and shopping centres.

Finance, Insurance and Real Estate—The high level of employment throughout the country had its effect on the continued demand for clerical help by insurance companies and chartered banks.

The NES carried on a special campaign during the spring in an endeavour to recruit suitable help for these employers. As a result, many students were placed in employment with banks and insurance companies, thus meeting a demand which has been constant for some time.

In the real estate field, considerable demand existed for commission salesmen and experienced office workers with the supply of such persons being almost depleted at certain times of the year.

Services—During the summer and autumn months difficulty in securing help was again experienced by employers in the service industries. With the high level of employment at that time of the year, workers were reluctant to accept employment of this nature owing to wage rates and shift work. To some extent, this condition was relieved during the winter months when more applicants became available for employment as opportunities for more lucrative employment were at a minimum.

The United States Air Force continued to use the NES for the recruiting of maintenance personnel for their stations in Newfoundland and Labrador. Recruiting teams visited local offices at Halifax, Moncton, Montreal, Toronto, Hamilton and Winnipeg; in addition, full-time recruiting officers were stationed at Toronto and Montreal.

The Post Office Department again utilized the services of the NES on a national scale to recruit Christmas help, and this short period of employment was made available to a large number of veterans and others with previous experience in this work. The Department of National Defence continued to hire its prevailing rate employees in permanent defence establishments through local offices of the NES. Other government departments used the facilities of the local offices in finding help of a permanent or casual nature.

EXECUTIVE AND PROFESSIONAL

This type of employment work is concerned with applicants possessing technical, professional or executive qualifications, and with

orders for such personnel. During 1956, there were 8,114 placements made, an average of just over 676 per month; this was an increase of 1,277 over the year 1955.

For the past two years, E & P officers have had great difficulty in finding enough suitable applicants to fill orders received from employers.

As in the past, a very important part of E & P work has been the provision of an employment counselling and placement service at universities. All graduates of the 1956 class were successfully placed, many of them through the university placement service. Most undergraduates seeking summer employment also were placed. The work for the graduating class of 1957 is now underway and progressing favourably.

During the past year, a full-time officer was appointed at Ottawa to provide E & P service to Ottawa University, Carleton College and St. Patrick's College. There are also full-time NES offices on the campuses of the Universities of Alberta, Saskatchewan, Manitoba, Calgary branch of Alberta, Montreal, Laval and Sir George Williams; at the University of Toronto there is a full-time office for undergraduates only. Part-time services are given to all other universities.

This section each year compiles and makes available to Canadian employers, universities, government departments and professional societies information regarding supply of, and demand for, people of professional standard. Included in this category is the annual *Bulletin On The Supply And Demand Situation In Regard To University Graduates* (distribution now over 3,500). In addition, in co-operation with the Economics and Research Branch of the Department of Labour, the *Biennial Survey Of Industrial Requirements For Professional Personnel, 1956-1958* was completed.

Assistance was given in finding suitable technical personnel for both the Colombo Plan and the United Nations Technical Assistance Administration. In addition, acting on an urgent request, E & P found a number of technical people for the United Nations Emergency Force in the Suez area.

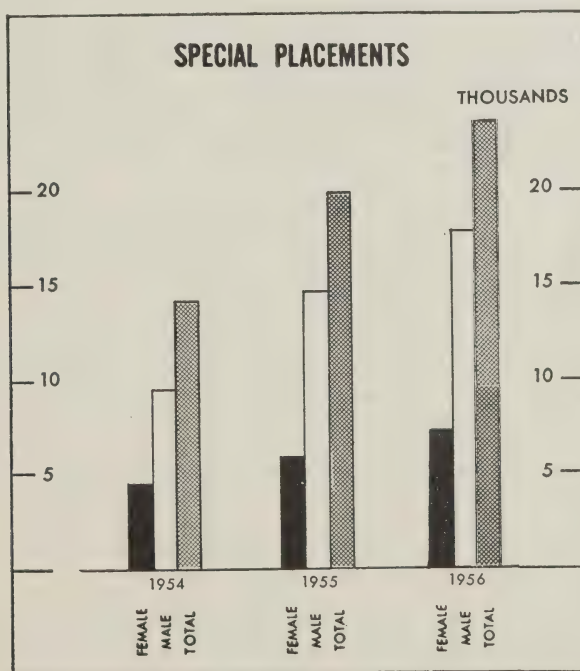
At all times efforts were continued to promote knowledge of the special services available in the E & P section. An attractive informational folder entitled *Key Jobs* was issued and given wide distribution. Representatives attended the annual meetings of professional organizations such as the National Conference of Canadian Universities, the Chemical Institute of Canada, and the University Counselling and Placement Association. The Commission was also represented at the National Conference on Engineering and Technical Manpower at St. Andrews-by-the-Sea, N.B., September 9-11, 1956, as well as the special meeting of the N.C.C.U. held in Ottawa, November 12-14, 1956. Publicity on the work of the section was maintained by means of articles in the press, radio talks and speaking engagements by head office, regional office, and local office officials.

SPECIAL PLACEMENTS

In any group of workers there are many applicants for employment who, for various reasons, require counselling. Certain counselled appli-

cants require additional personalized placement service including, in some cases, personal representation to the employer. It is to provide these services and to perform other closely related functions that special placements sections have been established. Included in the groups of applicants served by this part of the employment service are the physically or mentally handicapped, youth or entry applicants, ex-inmates of penal institutions and the occupationally maladjusted.

The counselling process, in addition to interviews, includes the study of medical, educational and occupational records to determine the most suitable occupational classification for the applicant. In some of the larger local offices, psychological testing is available as an added counselling tool to assist in the evaluation and classification of job applicants. During the past year, this service was extended to local offices in Quebec City, Sherbrooke and Windsor. The service to these applicants includes personal contact with employers, not only in relation to job opportunities, but to follow up on referrals to ensure that the applicants so served have been properly classified and placed.



Training of staff engaged in this specialized field was continued during the past year, with additional use being made of staff training studies prepared from material from the Commission's courses in rehabilitation held at the University of Western Ontario and at Laval University the previous year.

A brief summary of operations in the special placements field is given below.

Placement of Handicapped Persons—During the 1956 calendar year, 24,694 jobs were found for handicapped workers, of whom 18,096 were men and 6,598 were women. This total represents an increase of 4,941 over 1955, and an increase of 10,917 over the figure for 1954. In addition to a greater interest on the part of employers, this increase was also influenced by the high level of employment during the past year; by the fact that all provinces have continued to show an increased interest in the rehabilitation of the handicapped and to expand facilities in this connection under Dominion-Provincial Agreements; and by a country-wide poster advertising campaign featuring the slogan "Hire The Handicapped".

In addition, a total of 180,507 counselling interviews were held by special placements officers during 1956.

New Entrants to Employment—Appreciating the necessity for assistance to young persons entering the labour market for the first time, the UIC, since its inauguration in 1941, has offered an employment counselling and placement program for entry applicants. Special attention is given to those who leave school before graduation. As a result of counselling many of these potential "drop-outs" decide to resume their studies. Close liaison is maintained with the school authorities in this work and it is encouraging to note the increased co-operation among educational and other youth-serving agencies in the community, organized labour, employers and the NES.

In Montreal and Toronto there are separate youth centres to serve this particular group, but in the smaller offices counselling and follow-up is the responsibility of the special placements section with placement being done by the general placements officers.

Co-operation With Outside Agencies—Satisfactory working relations were maintained with federal and provincial government departments, national associations and agencies representing the handicapped, employer and employee organizations, and welfare groups.

Close co-operation was maintained with the National Co-ordinator of Civilian Rehabilitation and with Provincial Co-ordinators appointed in nine of the provinces. Representatives from head office and regional offices have participated in committee work relating to the development of rehabilitation services at national and provincial levels.

Special placements officers are encouraged to promote and assist in co-ordinating services for the rehabilitation of the handicapped and for youth guidance in their own areas, and reports of community developments in these fields are very gratifying.

In June, 1956, NES representatives from head office, regional office and local offices participated in the Atlantic Regional Rehabilitation Workshop held in Halifax. This conference, sponsored by the National Co-ordinator of Civilian Rehabilitation, was convened to establish closer relations with representatives of organizations interested in rehabilitation in the four eastern provinces.

Relations with the penitentiaries branch and provincial authorities on behalf of ex-prisoners were satisfactory, and assistance rendered in the rehabilitation of this group of applicants, in co-operation with after-care agencies, was effective.

Referral to Vocational Training—Referral to training courses under Dominion-Provincial Agreements, and to other courses in training centres approved by the UIC, has resulted in many workers receiving training in occupations where demand for workers has exceeded supply.

The training scheme designated as Schedule 'R'—"Rehabilitation Training for Handicapped Persons"—which was introduced during 1954 and in force in many of the provinces, was implemented in Ontario during 1956. Regional and local office employment personnel are performing key advisory roles in connection with the selection of handicapped persons considered suitable for training under this schedule.

Publicity—In addition to constant efforts of the local offices to publicize the need for hiring the handicapped, the following techniques were employed.

In several of the larger centres "Employ The Handicapped Week" campaigns were organized. The success of this feature in Montreal and Windsor demonstrated the value of community effort.

In certain centres "Councils For The Guidance Of The Handicapped" functioned successfully and helped to develop in the communities so served a greater understanding of the problems of the handicapped worker.

A national billboard poster advertising campaign was held during 1956. By the end of the calendar year, a total of 445 large posters conveying a "Hire The Handicapped" message were displayed from coast to coast for a total of 14,571 display days. This campaign has made the public more conscious of the possibilities of absorbing handicapped persons into the labour market and also resulted in an increased interest on the part of employers. The UIC would like to express its appreciation to the Poster Advertising Association of Canada and to its member companies for providing the panel space as a public service.

VETERANS' PLACEMENT

The work of veterans' officers in UIC local offices pertains not only to finding employment for veterans but also to any problems a veteran may have. This is because at all points where there is no Department of Veterans' Affairs district office the NES veterans' officer is the first point of contact for a veteran seeking information or assistance.

With an expanding economy during the year, placement of veterans in employment was good. The comparative situation was especially good, in that the proportion of unplaced veterans as compared to unplaced males as a whole was lower than in any year since the end of World War II. For the calendar year 1956, unplaced veterans averaged only 11.6 per cent of the unplaced males. Because veterans constitute

just over 26 per cent of the male working force, this is a strong indication that Canadian employers generally recognize the value of veterans as employees.

With the co-operation of DVA, the problem of the older veteran has received continuous attention. As the veteran population gets older, this type of problem is tending to increase quantitatively. Periodical review boards, with participation of DVA and the Canadian Legion, are held at local offices to consider problem cases. Many veterans have been helped materially as a result of the studies of these boards.

Whenever the UIC appoints new veterans' officers, arrangements have been made for them to receive instruction on DVA legislation and procedures at a DVA district office. This has ensured that the officers given the responsibility of work on behalf of veterans are capable of handling this work efficiently.

In June of 1956, head office was represented at the biennial convention of the Canadian Legion, held in Vancouver.

ANALYSIS AND DEVELOPMENT

The analysis and development division made important revisions and improvements in procedures governing the Commission's employment service operations. A comprehensive study was made for the National Employment Committee of the relationship between the age-educational standing of workers and unemployment, and further detailed studies were made, for the same committee, of several areas where non-seasonal labour surpluses existed. Special analyses of employment conditions in certain local office areas and for Canada as a whole were made as required and many requests for labour market information, additional to that regularly provided in division reports, were met. Work continued, in co-operation with United States authorities, on the classification of purely Canadian occupations and their inclusion in a Canadian supplement to the United States Dictionary of Occupational Titles. Two surveys were completed in connection with the Commission's Semi-Annual Survey of Hirings and Separations.

Labour Market Information—An extensive study was made for the National Employment Committee of the relationship between the educational standing of workers and unemployment. Information was gathered in a Canada-wide survey on the age and educational status and the occupations of applicants for employment at local offices of the National Employment Service. These data were compared, in the study, with similar data for the labour force as a whole. The results of the study enabled certain important conclusions to be drawn concerning the relationship between lack of education and unemployment.

Continuing a project instituted during the previous fiscal year, comprehensive studies were made of several areas where persistent non-seasonal labour surpluses existed. These studies, prepared for the National Employment Committee, comprised an analysis for each area, of the labour force and population characteristics, the industrial pattern and trends in industrial growth or decline, the nature and

extent of unemployment, and the factors underlying the pattern of unemployment in the area.

Special studies were made of the seasonality patterns in industrial hirings within regions and local office areas and these data were provided to regional offices for operating information.

Apart from these larger projects, many analyses were made and reports prepared, both for the Commission and for other departments of government, to provide current information on developments in the labour market across Canada.

Many requests for labour market information, additional to that provided in the Commission's regular weekly and monthly statements, were met. These dealt, in the main, with matters concerning labour supply and demand in particular occupations and areas, and with other factors related to current changes in the labour market.

Towards the end of the year, as population data became available from the 1956 census, work was commenced on the task of preparing new estimates of the number of paid workers in each local office area. These data have several important uses in Commission operations.

Employment Practices and Procedures—Numerous improvements in employment practices and procedures were introduced during the year, and, in addition, new procedures were developed, as the need arose, to meet changing conditions. Procedural improvements were put into effect as changes and refinements were developed in the light of operating experience. In this connection, some 250 inspection and other reports were reviewed for the purpose of evaluating the effectiveness of current practices and procedures. New procedures were developed after considerable study and planning and covered a wide range of subjects. These included: procedure regarding advertising and recruiting of Canadian workers by United States employers for employment outside Canada; the implementation of a new applicants' index in local offices; special reporting instructions regarding applications for employment resulting from labour disputes; and Commission policy and procedures in dealing with the placement of Hungarian refugee immigrants.

Considerable study and research was undertaken in certain areas of employment service operations with a view to their ultimate improvement. These studies included such subjects as the completion of registrations for employment, the employer relations visiting program, and the statistical recording processes for special referrals, call backs and similar specialized recruitment operations.

An extensive report was prepared on the results of a survey of fee-charging employment agencies conducted by the Commission for the National Employment Committee. In this connection, a report was prepared for the Commission providing information from the survey together with a summary of provincial legislation concerning the operations of fee-charging agencies. Towards the end of the year, a study was begun of similar legislation from several other countries.

Over 100 suggestions—under the Suggestion Award Plan—relating to various phases of employment service operations were investigated during the year and several operating improvements resulting from adopted suggestions were put into effect.

A total of 99 forms used in employment operations were reviewed as necessity for reprint arose. Improvements and revisions were effected where necessary, and, in addition, a number of new forms were designed.

Occupational Research—Further enquiries were received from local offices concerning the classification of occupations not included in the United States Dictionary of Occupational Titles, a system of classification adopted by the Commission several years ago. These occupations—most of which are peculiar to Canada—were classified and the information was distributed to local offices in the form of a Canadian Supplement to the Dictionary of Occupational Titles.

Local Office Area Descriptions—Work continued on the revision of local office area descriptions and preparation was made for their further amendment as up-to-date population data becomes available from the 1956 census. Although designed primarily for the Commission's use, these descriptions have proved a valuable source of detailed information on local office areas to other government agencies and departments.

Studies were continued into the proportion of employers' hirings effected through local offices of the Commission. The relationship between local office placements and employers' hirings, known departmentally as "penetration", provides a useful indicator in the assessment of the effectiveness of local office operations. Studies of penetration data, both on industrial and geographical bases, have enabled better planning of the employer relations program and improvement of the selection and placement operations of local offices.

Semi-Annual Report of Hirings and Separations—Two semi-annual surveys dealing with the monthly hirings, separations, and numbers of workers on payroll of the 56,000 largest employers in Canada were conducted.

After processing at head office, copies of the survey reports were supplied to the respective local offices. These semi-annual reports provide the local offices with valuable information on employment in their areas. They offer a means of determining the volume of hirings taking place within a firm, or an industry, either locally or within the area as a whole. This, in turn, enables the local office to assess its placement performance in relation to total hirings for a firm, an industry, or an area. Such information is most useful to the local office in making comparisons of its effectiveness from period to period. In addition, as employment in certain firms and in certain industries fluctuates according to a seasonal pattern, the information obtained from the semi-annual reports is of assistance to the local offices in anticipating employers' requirements or, conversely, in planning for peak loads of persons seeking work.

Copies of the reports were also supplied to the Dominion Bureau of Statistics for tabulation. A number of tables produced from the reports show for Canada, for regions, and for local office areas, the numbers on payroll, hirings, separations, and turnover rates, by sex and by industry. Copies of these tables were distributed to regional offices, to the larger local offices, and to the Economics and Research Branch of the Department of Labour. These, together with the individual survey returns, provide all operating levels of the Commission with valuable data for administrative purposes. They also provide basic information for various special studies and projects, and, because these tables include data on labour turnover which is not elsewhere available, they are a valuable source of information on this subject to other government departments.

A schedule of separation rates, by industry and by regional areas, is also produced from survey data for each survey period. Copies of these schedules are sent to all large employers who are thus able to periodically compare their own separation rates with those of their industry as a whole.

THE EMPLOYMENT OF WOMEN

The chief function of the women's section at local office level is the interviewing of female applicants and their referral to employers, and guidance and assistance in this work are given by senior women officers in the regional offices and at head office. Contacts between levels are made through correspondence and visits to offices. The Co-ordinator of Women's Employment is at Ottawa headquarters, and there is a regional co-ordinator at each of the five regional offices.

The recruitment of nurses in the United Kingdom through the clearance of orders from Canadian hospitals to the London, England office of the Department of Labour continued throughout the year, and 311 nurses and 10 technicians were placed in hospitals.

To meet the need for authentic information with respect to registered nurses in Canada, the Commission published a pamphlet entitled *The Nursing Profession In Canada*. This presented essential facts about provincial legislation concerning the registration of nurses in all provinces. Approved by the Canadian Nurses' Association and its provincial affiliates, this pamphlet has had a wide circulation within and beyond Canada. Shortly before the end of the current fiscal year, revisions were made to bring the pamphlet on nursing in line with the most recent legislative amendments.

In addition to the demand for nurses, orders from hospitals and other employers for female professional personnel were numerous. These included dietitians, occupational and physical therapists, medical librarians, technicians and social workers. No early alleviation of the shortage in these occupations was in prospect, however, as the number of students available for training was not sufficient to meet the demand.

Meeting the employers' seasonal requirements each year for female help is an important activity in women's sections. In the late winter and early spring, local offices in resort areas contact the resort operators and

tourist suppliers so as to obtain their orders covering staff requirements for the summer. Recruitment is carried out by various means; dormant files are reviewed, orders cleared to other areas, and student programs developed in high schools. Local offices serving garden crop, fruit, and tobacco-growing areas were active throughout the season in recruiting women for transplanting, weeding, hoeing and harvesting, and for processing fruits and vegetables in canning factories.

A joint project of the federal government and the governments of the British West Indies, introduced late in 1955, was continued. Under this scheme, 232 girls and women from Barbados, British Guiana, Jamaica and Trinidad entered Canada in 1956 to work as domestics for a period of at least one year. All placements were made by the NES and the results of the scheme were particularly successful. Employers expressed satisfaction, the individual domestics, in the main, found their new environment congenial and there was a minimum of the adjustments usual to the placement of immigrant domestic workers.

Another immigration project was launched late in 1956 to provide for the placement of Greek women who had been given domestic training prior to leaving Greece. Some 130 of these young women were placed in Canadian homes through the NES. This project, while not large quantitatively, will continue to meet some of the many orders registered in local offices for domestic "live-in" workers.

Orders for household workers for "live-in" employment continued to flow into most local offices but few applicants could be interested in such employment. It is generally the experience in all regions that each year fewer women are willing to accept domestic service employment unless the wage rate, working conditions and terms of employment are such that the worker may have regular day hours and live in her own home.

Officers of the women's sections are responsible for maintaining public relations contacts with organizations or groups interested in women and their employment. This includes attendance at conferences and conventions of women's clubs, speaking to community associations, providing data on wage-earning women or conferring with employers of female labour. Throughout the year, women officials were active in this representation of the Commission and participated in various national, provincial and local gatherings.

During the fiscal year 1956-57, there were 296,735 female placements. Of these, approximately 140,294 were in service industries, 68,379 in manufacturing, 51,337 in trade, and 14,589 in agricultural occupations. Of the total 296,735 female placements, approximately 25 per cent were casuals. Domestic and other service occupations, together with seasonal employment, accounted for most of the casual placements.

GENERAL

Great Lakes Seamen's Security Regulations—The volume of work performed by the Commission's offices in regard to these regulations was considerably greater in this fiscal year than in the previous year. Applica-

tions processed numbered 5,782 as against 3,144, an increase of 84 per cent. The number of permanent cards exchanged for temporary cards was 3,311 against 2,747, an increase of 20 per cent. Temporary cards are those issued on an interim basis, prior to screening of the applicant. There is always a backlog of cards to be exchanged because of the difficulty of maintaining contact with seamen who are constantly on the move. The labour turnover in this type of employment is also a factor. Although the bulk of the work falls upon those offices situated along the St. Lawrence River and the Great Lakes, almost every office of the UIC is involved to some extent because applications can be filed, cards may be exchanged and, when necessary, replacements may be obtained at any NES office.

Service to Immigrants—Newcomers to Canada from Europe and the Commonwealth formed an appreciable segment of those registering with the NES. While there are no factual statistics to indicate the total number of immigrants for whom work is found by the NES, there is sufficient evidence in the records of local offices to indicate that immigrants are well represented in the total placement figures. Some indication of the place that NES has in the plans of immigrants is revealed by the thousands of letters from potential immigrants that reach the Commission's offices all across the country.

In addition to the general tide of immigrants who at some time or other gravitate to NES offices, and who are provided with the services that are available to all residents of Canada, extra services are provided for certain sponsored groups. These extra services are extended as a co-operative measure to the Department of Citizenship and Immigration and consist of reception at port of entry, inland transportation arrangements, placement, and documentation in connection with assisted passage loans. These special services involved a considerable amount of post-placement work in regard to the collection of assisted passage loans.

The Commission's officers at all levels also worked very closely with the Department of Citizenship and Immigration in dealing with the Hungarian refugees who reached this country following the uprising in Hungary. Job opportunities and offers of shelter were accumulated by the Commission's offices across Canada. In the four month period ending March 15, 1957, the NES listed 4,490 vacancies for refugees, registered 4,249 refugee applicants and placed 1,931 of them in employment. In making these placements, every effort was made to avoid prejudicing the employment opportunities of non-Hungarian applicants for employment. Most of the placements were in skilled occupations with a short supply of workers, or were in occupations in which non-Hungarian applicants were not generally interested.

Transportation of Canadian Workers—A total of 41 workers, together with 33 dependents, were moved at public expense from surplus labour areas in Nova Scotia to other parts of the country where continuing employment was available. Most of them went to Atikokan in Northern Ontario. The total cost of this movement was, in round figures, \$9,000. In addition, transportation was advanced on behalf of employers to

1,455 Canadian workers at a cost of just over \$87,000, all of which is recoverable from the employers concerned. Except for 428 miners going to various parts of the country, the bulk of the movement was to construction projects, about 80 per cent of which were in British Columbia. These figures do not include workers employed in agriculture, referred to elsewhere.

Winter Employment Campaign—Since the submission of a report on seasonal unemployment made by the National Employment Committee in 1953, the Canadian Government has sponsored an annual national campaign to promote winter employment. The object of this campaign is to reduce the adverse effects on the national economy of the drastic increase in unemployment which occurs every winter.

This national campaign is supplemented by community campaigns organized and run mostly by local employment committees, or ad hoc committees formed specially for the purpose, aided and encouraged by the staff of National Employment Offices. Further information on the work of these committees in regard to winter employment and on the objectives and results of these campaigns appear in this report under the heading Employment Committees. The following refers to the important, even vital, part played by the Commission's staff in furthering government policy in this matter.

In Ottawa, members of the employment branch work closely with officials of other government departments and constitute a special committee on winter employment at the Commission's head office. The duties of this committee are to co-ordinate the work of the field offices and committees, to supply the field with information and material to be used in local campaigns, and to gather information from the field for use to the best possible advantage. Similar committees have been organized at each regional office, with duties, on a regional basis, similar to those of the head office committee. These regional employment branch committees have provided local offices and local committees with a great deal of guidance and encouragement. National press and radio advertising originating with the Information Branch of the Department of Labour, supplemented by local advertising of a similar nature purchased by the Commission, was channelled through National Employment Offices. In addition, UIC staff members at all levels have participated in public meetings, panel discussions and similar activities designed to promote winter employment. The results, although not measurable in exact statistics, have been well worth while.

Reports indicate that the number of workers retained in employment, or for whom work has been made, is appreciable. In addition, there is ample evidence of a much greater awareness on the part of the public of the evils of winter unemployment and of a sincere desire to co-operate in all projects designed to minimize it.

EMPLOYMENT COMMITTEES

The National Employment Committee, an advisory body representing various national organizations, is appointed under authority

of the Unemployment Insurance Act to assist the Unemployment Insurance Commission in dealing with employment questions. The basis of the committee's membership is equal representation of labour and employer organizations, to which are added members of national groups representing women, agriculture, veterans, construction, retail trade and welfare. The committee is presided over by an independent chairman.

There are similar committees in the five regions and in 62 local office areas across the country. The National and Regional Employment Committees hold their meetings three times a year, but Local Employment Committees meet every month except July and August.

Throughout the year, the National Employment Committee has continued to give a great deal of attention to the promotion of winter employment campaigns. Recognizing the importance of the community in any winter employment program, it has urged, in co-operation with the NES and Regional and Local Employment Committees, the development of practical local plans for increasing winter work and harnessing of every segment of the community in support of the idea. This is regarded as a long-term educational program.

Through information and publicity, and with the aid of employers, workers and community groups of all kinds, these committees have done work of considerable value. They have helped not only to mould the thinking and attitude of a good many Canadian citizens (who previously felt that because of weather, many kinds of winter work could not be carried out successfully) but in so doing have brought about greater employment stability. Both skilled and unskilled labour have benefited. Without the interest generated by these local committees and their efforts in drawing public attention to the advantages of having work done during the winter, the national program would undoubtedly have been less effective. The results which some of these local committees have been able to achieve provide ample evidence of the soundness of the year-round activity idea. The NEC sub-committee on winter employment has necessarily been closely identified with the above program and, among other things, has made recommendations designed to improve campaign organization and its effectiveness.

Other important sub-committees have been active. The NEC sub-committee on "education and employment" studied the results of a recent country-wide survey of job seekers registered with the NES. This disclosed that the rate of unemployment for those with limited education was almost double that of the better educated. In other words, the survey established that lack of education (grade 8 or less) tended to throw individuals into occupations in which there is higher unemployment. The sub-committee recommended that local NES offices and Local Employment Committees should bring the facts of this study to the attention of parents and local educational authorities, particularly those in the field of guidance and placement of school drop-outs.

Another sub-committee, the NEC sub-committee on area unemployment, has, at various times, studied information supplied by the NES on certain areas in the Quebec and Atlantic regions which were formerly

regarded as "labour surplus areas". The material will be further reviewed in the light of present-day conditions and future employment prospects in these localities.

The June meeting of the National Employment Committee was held in Toronto when members of the committee participated in a panel discussion at the conference of the International Association of Personnel in Employment Security on the subject "How Can Employment Committees Assist The Employment Service To Meet The Challenge Of The Times?". Some interesting papers and suggestions were put forward and a Washington official of the U.S. Bureau of Employment Security was present to give an outline of advisory committees in the United States.

In addition to the above, the National Employment Committee has given consideration to such questions as older workers, the operations of fee-charging employment agencies, and the number and types of workers Canada may require within the next few years. Although basic information with respect to all of the above was provided by the NES, the National Employment Committee, being a non-governmental group, has been able to express a detached view for the benefit of the Unemployment Insurance Commission.

Local Employment Committees have amply demonstrated their usefulness in other ways. Being also representative of labour, management and the public, they not only know the local labour situation and can, therefore, discuss community employment problems intelligently, but in many instances are in a position to make recommendations or take some constructive action. Thus the local office is better enabled to meet its responsibilities to the community.

They have assisted the local office manager in making better known the various services available through the NES and it is not going too far to say that they have helped to establish public confidence in local office operations.

It would be impossible to cover all the questions Regional Employment Committees have dealt with, but, among other things, they have stressed the need for better education and training of young persons, the importance of rehabilitation of the handicapped, the abilities of older workers, and the desirability of providing both employers and workers with the best possible assistance. In all these, and in other important directions, employment committees at all levels have been active.

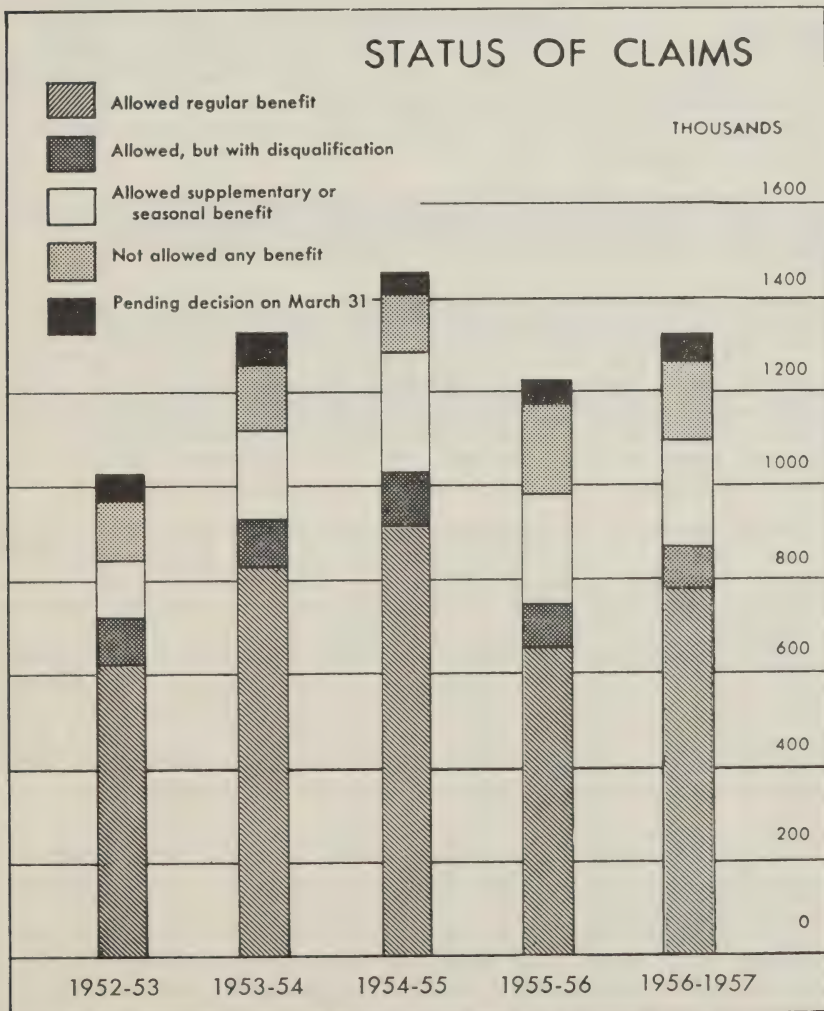
UNEMPLOYMENT INSURANCE

GENERAL

In August, 1956, Parliament amended the Unemployment Insurance Act in two respects, first by modifying the conditions applicable to a claimant who makes a second claim for benefit within two years after he has established a previous claim, and, second, by enabling regulations to be made for bringing fishermen under unemployment insurance.

Major changes in the benefit provisions had been introduced in October, 1955, as part of the general revision of the Act at that time. Experience during the six months following showed that an unduly high percentage of workers who usually suffered a period of unemployment each year at about the same season found difficulty in requalifying on a second claim. This was because they had to have, in effect, all the 30 qualifying contribution weeks in the 52 weeks preceding the new claim, whereas on a first claim the 30 contribution weeks could be in the preceding 104 weeks.

The amendment introduced in 1956 eased this requirement by allowing a claimant to requalify if at least 24 of the 30 contribution



weeks were in the 52 weeks preceding his new claim or in the period since the commencement of his previous benefit period, whichever was the longer. This change was accompanied by other necessary modifications regarding the period of entitlement to either regular or seasonal benefit.

During the year, intensive study was given to several alternative plans for extending unemployment insurance to fishermen. The Commission was assisted by an interdepartmental committee in devising the plan that was finally adopted. It also received valuable information and assistance from the Department of Fisheries. The co-operation given by both is gratefully acknowledged.

The plan adopted came into effect on 1 April, 1957. It provides for integration, as far as possible, of fishermen into the general scheme of unemployment insurance, but with important modifications necessitated by the peculiar conditions of the fishing industry. The major departure from the ordinary concept of insurable employment is the inclusion of self-employed fishermen, which entails treating the buyer as the employer in some circumstances.

Further comments regarding the coverage, contributions, audit and benefit aspects of unemployment insurance will be found in the account of each division's activities as reported below.

COVERAGE

During the year under review, plans were developed for extending unemployment insurance to fishermen on 1 April, 1957. The 1956 amendments to the Act provided for including fishermen in the plan whether or not they are employees, and for treating as the employer any person with whom such fishermen enter into contractual or other commercial relationship in respect of their occupation as fishermen.

The majority of the approximately 50,000 commercial fishermen in Canada are not wage earners but sharesmen or lone workers, so that the ordinary employer-employee relationship which exists in other insured employments is lacking in the fishing industry. In extending coverage to fishermen, it was necessary to propose some rules which seem to contravene the ordinary principles that govern unemployment insurance. To insure all fishermen, irrespective of whether they are wage earners, sharesmen, lone workers or self-employed, a universal basis of coverage was considered necessary. Generally speaking, exceptions have been made only where coverage is impracticable for such reasons as the slight extent of employment, the location, and the family relationship.

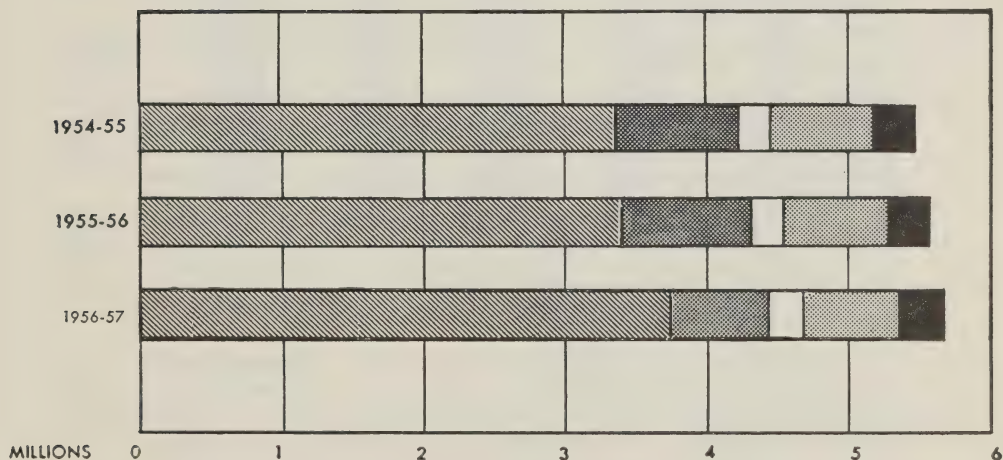
Special rules had to be made for determining who should be the employer, in order to take account of the multifarious arrangements under which fishermen work and dispose of their catch. Broadly speaking, the approach adopted was to treat as employer the person who first acquires the catch from the persons who do the actual fishing. In some instances this is their actual employer. In others it is the buyer of the catch. In still others it is a person or organization that markets the catch for the fishermen or has some other specific connection with their

operations that makes it possible for such person or organization to undertake liability to make contributions to the unemployment insurance fund.

During the year, the governments of four provinces concurred in the insuring of additional groups of their employees. The Province of Alberta agreed to insure certain categories of employees of the Department of Lands and Forests and the Department of Public Works. Additional groups of employees in three government departments of the

CANADIAN CIVILIAN LABOUR FORCE

Annual average fiscal years ending
31 March 1955, 1956 and 1957



	<u>1954-55</u>	<u>%</u>	<u>1955-56</u>	<u>%</u>	<u>1956-57</u>	<u>%</u>
Insured wage-earners	3,338	61.2	3,399	60.9	3,832	66.7
Non-insured wage-earners	848	15.6	964	17.3	738	12.8
Total wage-earners	4,186	76.8	4,363	78.2	4,570	79.5
Unpaid family workers	238	4.4	222	4.0	207	3.6
Own-account workers	727	13.3	697	12.5	666	11.6
Employers	298	5.5	299	5.3	305	5.3
Total Civilian Labour Force	5,449	100.0	5,581	100.0	5,748	100.0

Source: Dominion Bureau of Statistics.

Province of Newfoundland became insurable. Specific classes of employees became insurable in the Department of Lands and Mines of the Province of New Brunswick and the Department of Lands and Forests of the Province of Nova Scotia.

As reported last year, correspondence was exchanged between the governments of Canada and the United States concerning the insuring under our Act of Canadians employed by United States defence agencies in Canada. This became effective 1 July, 1956 and it is estimated that some 5,000 Canadians, employed mainly at United States Air Force installations in Canada, were brought under the Act.

The Commission's field offices throughout Canada answered by letter over 10,000 enquiries concerning coverage from employers and other interested persons. In addition, approximately 2,300 rulings were issued by the coverage division at head office on questions of insurability referred by local offices, district auditors, and regional offices, or received directly from the public.

When an employer or employee is dissatisfied with an opinion expressed by the coverage division, he has the right to ask for a formal decision of the Commission. Five such decisions were given. Under the provision that any person aggrieved by a decision of the Commission has a further right of appeal to the Umpire, one of these was appealed. Two other cases were referred to the Umpire by the Commission.

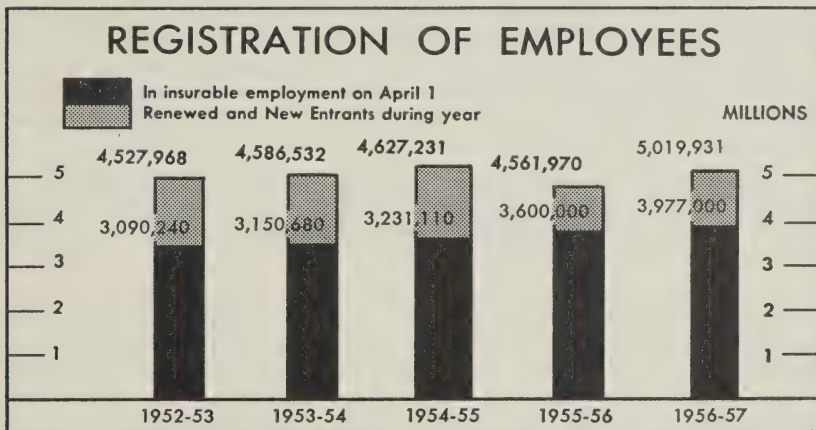
On 18 August, 1956, it was estimated that the Canadian civilian labour force numbered 5,926,000. Of these, 4,605,000 were wage earners. The balance consisted of 679,000 own-account workers, 308,000 unpaid family workers, and 334,000 employers, making a total of 1,321,000 non-wage earners.

Approximately 3,788,000 or 82 per cent of the wage earners were insured persons and 817,000 wage earners were engaged in non-insurable employments. These included 146,000 engaged in agriculture, horticulture and forestry; 100,000 in hospitals and charitable institutions; 190,000 permanent federal, provincial and municipal employees; 70,000 private domestic servants; 65,000 salaried employees earning in excess of \$4,800 a year; 20,000 nurses; 15,000 insurance and real estate salesmen; 100,000 teachers; 14,000 police; and 12,000 engaged in fishing and trapping. Others numbering 85,000 were persons engaged in miscellaneous employments such as professional sport, part-time or seasonal workers, and persons who were not at work because of illness and vacations.

CONTRIBUTIONS

As was reported the previous year, the revised Unemployment Insurance Act provides for an entirely new concept in the calculation of contributions for the purpose of determining qualification, rate and duration of benefit. During the past year, study was given to the effects of these concepts. Generally, these methods proved satisfactory, but in a number of cases the interpretation of semi-monthly contributions in relation to specific weeks for benefit purposes required some clarification.

The contributions division computes the claims, and from the contribution records determines the claimant's rate and duration of benefit. In the year under review, 1,251,398 initial claims were computed as compared to 1,168,363 computed the previous year. As this work is done at the regional offices, the following figures show the relative number of computations in each region: Atlantic, 174,178; Quebec, 400,999; Ontario, 365,675; Prairie, 171,604; Pacific, 138,942; and Canada, 1,251,398.



	<i>April 1, 1956</i>	<i>April 1, 1957</i>
Newfoundland	91,831	105,409
Prince Edward Island	14,666	15,980
Nova Scotia	161,234	155,499
New Brunswick	156,163	161,645
Quebec	1,338,350	1,444,688
Ontario	1,735,672	1,921,349
Manitoba	238,383	251,516
Saskatchewan	115,128	128,164
Alberta	289,664	337,315
British Columbia	420,879	498,366
CANADA	4,561,970	5,019,931

The registration of insured persons has remained relatively stable, although the number of insurance books issued has risen from 4,561,970 to 5,019,931. This increase of 457,961 is due to increased immigration and an increase in numbers leaving school to enter insured employment for the first time. These two classes account for 150,000 new entrants. The remaining 307,961 represents an increase in the number of persons who worked sporadically in covered employments during the year, and those who had two or more concurrent insured employments.

The number of employers registered under the Act rose from 282,632 to 290,832 during the year 1956-57.

In order to provide more accurate and up-to-date information on Canada's insured persons, including those who have died or changed their status in the past ten years, all employers in Canada were asked to re-register their insured employees during the summer of 1956. The information requested included name, age, residence, occupation and industry. Such information has proved useful to the Dominion Bureau of Statistics in their tabulations of the insured population, and to the Commission as a ready reference of insurance numbers for identification purposes. In all, some 5,000,000 re-registrations were received, sorted, and filed to form a new Master Index of Insured Persons which will, by 1960, completely replace the former Master Index.

As indicated in last year's report, more space had to be obtained for the increased number of insurance books and contribution records at regional offices, and additional suitable space was found in fireproof locations in most regions.

Armed service contributions which are made by the Department of Veterans Affairs in respect of short service veterans (those who enlisted prior to 1 July, 1955 and have served three years or less) declined from \$1,244,234.84 to \$600,309.12.

With the inclusion of the fishing industry in covered employment as explained elsewhere in this report, the contributions division was concerned mainly with the following points. As contributions for fishermen had to be made distinctive in order to be recognized for fishermen's benefit, special fishing stamps with a new design were printed and distributed for sale to "employers" of fishermen. Procedures had to be developed for the registration of fishermen and their employers and arrangements made for additional licences to purchase stamps and for issuing insurance books. The contributions division also assisted in the development of the accounting techniques and in the formation and application of new regulations to give effect to the efficient control of contributions from fishermen and their employers.

CLAIMS

There was an increase in the number of initial claims filed during the year, due largely to the C.P.R. strike in January, 1957. Although there were some slight delays in servicing claimants, these were attributable largely to the failure of the claimant to deposit his insurance book at time of claim; to the need for obtaining facts additional to those given by the claimant in the first instance; and to the failure of the claimant to reveal that he was insured under more than one insurance number or had filed a previous claim at another office.

At the beginning of the year, there were 45,554 initial claims pending; 1,256,051 claims were received during the year; and 50,207 were pending at the close of the year. Thus 1,251,398 initial claims were disposed of during the year, an increase of 82,947, or seven per cent over the previous year. In respect of these claims, a benefit period was established, without disqualification, in 776,234 cases; and a benefit period established, with disqualification, in 89,274 cases. Of the 385,890 claims failing to establish a regular benefit period, 213,756 established entitlement to seasonal

benefit, 201,857 with no disqualification and 11,899 with disqualifications of varying durations. Claims that failed to qualify for either regular or seasonal benefit numbered 172,134, or 14 per cent of the total claims disposed of, as compared to 16 per cent in the previous year. It should be noted that of those that failed to qualify for regular benefit in the first instance, 59,905 qualified later.

Benefit paid amounted to \$231,295,718.70, including seasonal benefit.

Of the 385,890 claimants who failed to qualify for regular benefit (213,756 of whom qualified for seasonal benefit), 203,259 failed because they had fewer than the 30 weekly contributions required in the 104 weeks preceding the week of claim; 46,446 who had previously claimed in the preceding 104 weeks did not have 30 weekly contributions in the last 52 weeks prior to the new claim; 71,668 who had previously claimed in the past 104 weeks had fewer than 24 weekly contributions since the previous claim began or in the last 52 weeks, whichever period was longer; and 64,517 had less than eight weekly contributions in the past 52 weeks or since the last claim began, whichever period was shorter.

The 1956 amendment to Section 45(2) of the Act was intended to ease the requalifying conditions for claimants who tend to be recurrently unemployed in the fall or winter months every year. That the amendment did have this effect is shown by the table below, which gives the percentage of claimants who failed to qualify during the period October to March in the last three years. The first of these groups of claimants was dealt with under the provisions of the old Act. The two other groups were dealt with under the revised Act, the group of October, 1955—March 1956 under the Act as it stood prior to the amendment to Section 45(2), and the group of October 1956—March, 1957 after the amendment.

	Total Initial Claims Disposed Of	Benefit Period Not Established	
		Number	Percent
Oct. 1954—March 1955	968,102	336,181	34.7
Oct. 1955—March 1956	774,434	344,649	44.5
Oct. 1956—March 1957	894,724	272,531	30.5

Disqualifications imposed on claims, on which entitlement had otherwise been established, totalled 216,610. These disqualifications were effective for varying periods from the time the claim was made or during the life of the claim. Disqualifications were imposed for the following reasons: 68,787 because the claimants left their employment voluntarily without just cause; 44,854 were not available for work; 22,364 refused offers of work; 16,108 neglected to produce their insurance books or to otherwise complete their applications for benefit; and 12,357 were unable to meet the additional requirements for married women. The main reasons for the remaining 52,140 disqualifications were loss of employment due to misconduct; stoppage of work because of a labour dispute; not unemployed; and not capable of work.

During the year, 6,025 applications to have claims antedated were disposed of; 3,102, or 51 per cent, of these were allowed. There were

18,474 applications for extension of the qualifying period for reasons such as periods of sickness or non-insurable employment. Of these, 14,290, or 77 per cent, were approved.

Boards of referees heard 12,137 appeals made by claimants against decisions given by insurance officers. In 1,746 instances these appeals were allowed, and the insurance officers' decisions were upheld in the remainder. In addition, 16 cases were referred to boards of referees before decisions were made. Of these, eight were allowed by the boards and the remaining eight were disallowed.

Appeals disposed of by the Umpire during the year numbered 124. Of these appeals, 85 were made by claimants and their associations and 39 by insurance officers, an over-all increase of 50 per cent from the previous year. The Umpire upheld the appeal by the claimant or his association in 17 cases and the appeal by the insurance officer in 31 cases.

RECIPROCAL RELATIONS WITH THE UNITED STATES

During the fiscal year 1956-57, there were 1,594 claims filed against Canada by Canadians who moved to the United States to seek work, and 1,197 claims were filed in Canada by United States claimants against the States where they had been employed.

This is the first time since the reciprocal agreement between the governments of the two countries was made in 1942 that the number of Canadians filing claims in the United States against Canada has exceeded the number of United States claimants filing claims in Canada against the United States. Of all interstate claims filed in the United States by Canadians, the greatest number were by persons who had worked in Ontario immediately prior to leaving Canada. The largest number of United States claimants in Canada filed their claims in the Province of Quebec even though the two bordering States of Maine and New Hampshire are included in the five remaining states which have not subscribed to the reciprocal agreement with Canada.

AUDIT

During the year under review, there was a steady increase in the number of registered employers. At 1 April, 1956, the number of employers subject to audit was 285,430, and the figure rose to 292,442 at the end of the fiscal year under review. These registrations are maintained at 34 district audit offices. From these offices, 196,916 audits and 27,053 investigations were conducted by 307 field auditors.

In the previous year, six months' audit time was diverted to other purposes when the auditors undertook to visit and instruct employers regarding changes brought about by the October 1955 amendments to the Act. The result has been that during the year under review the average audit interval has increased from 18 months to 24 months so that each audit takes a little longer to do. The CPR strike in January, 1957, also consumed an appreciable amount of the time of the audit staff

in extracting contributions from the employer's records. Under the circumstances, the number of audits completed compares favourably with the number completed in previous normal years.

Special investigations continue to be numerous. These are complaints concerning non-payment of contributions, non-delivery of insurance books, errors in coverage and similar matters that cannot be resolved by the local office nor by the complainant. They cause a disruption in the normal routine of the audit office and this very necessary work may take as long as regular visits because full-scale audits often result.

Of the audits made, 45,898 resulted in overdue contributions being established to the amount of \$1,683,290. During the year \$1,606,931 was collected. In addition, 8,154 penalties totalling \$45,031 were set up and penalty collections amounted to \$42,970. At the end of the fiscal year, the outstanding overdue contributions were \$182,990 and unpaid penalties totalled \$2,167. The outstanding balance of overdue contributions was higher by \$63,489 than the figure at the close of the previous fiscal year, an increase of 53.1 per cent.

The incidence of delinquency was 23.3 per cent of audits performed, slightly lower than the figure of 24.1 per cent in the previous year. On the other hand, the average amount of arrears established was \$36.67 as compared to \$28.93 in the previous year. The collection efforts of the division continue at a high level. About 75 per cent of overdue contributions are collected at time of audit and a further 21 per cent are collected through the efforts of district auditors and through garnishment and Exchequer Court procedure. As in other years, the reasons for delinquency are mostly procrastination and carelessness rather than deliberate evasion, although habitual offenders are still encountered.

No field surveys were undertaken, although some auditors were engaged in preliminary survey work in connection with the extension of unemployment insurance to fishermen. The regular annual comparison of bulk remittances against bulk employee contribution cards was completed in respect of a number of selected bulk payers.

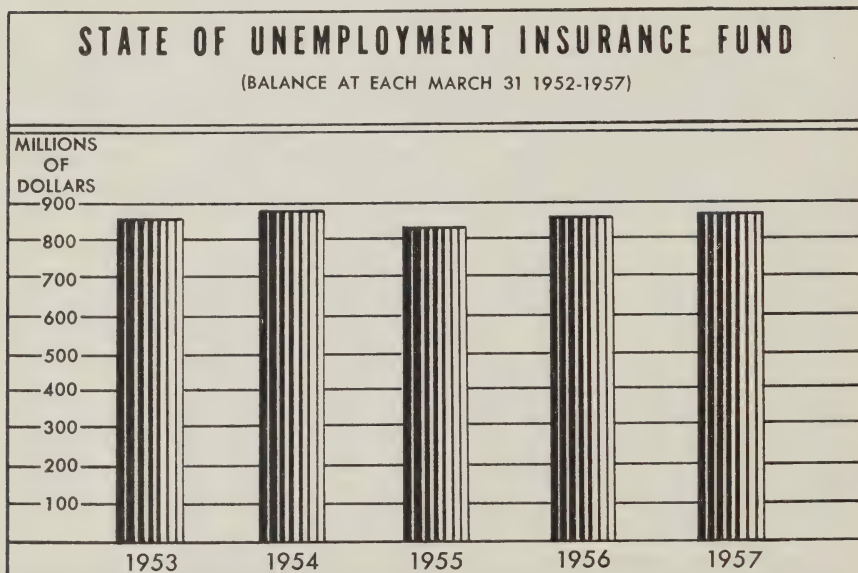
Although there were 328 field auditor positions, the average field auditor strength throughout the year was only 307. Difficulty has been encountered in filling auditor positions at the entrance grades.

UNEMPLOYMENT INSURANCE FUND

At the beginning of the year, the fund amounted to \$854,198,518.59. Benefit payments exceeded revenues in April, 1956, and again in January, February and March, 1957, when the full impact of the winter claim load was felt. The peak was reached in March when benefit payments amounted to \$44,103,220.14. By 31 March, 1957, the balance in the fund was \$874,574,651.66.

Total income for the year was \$251,671,851.77, composed of \$188,001,489.34 contributed equally by employers and employees;

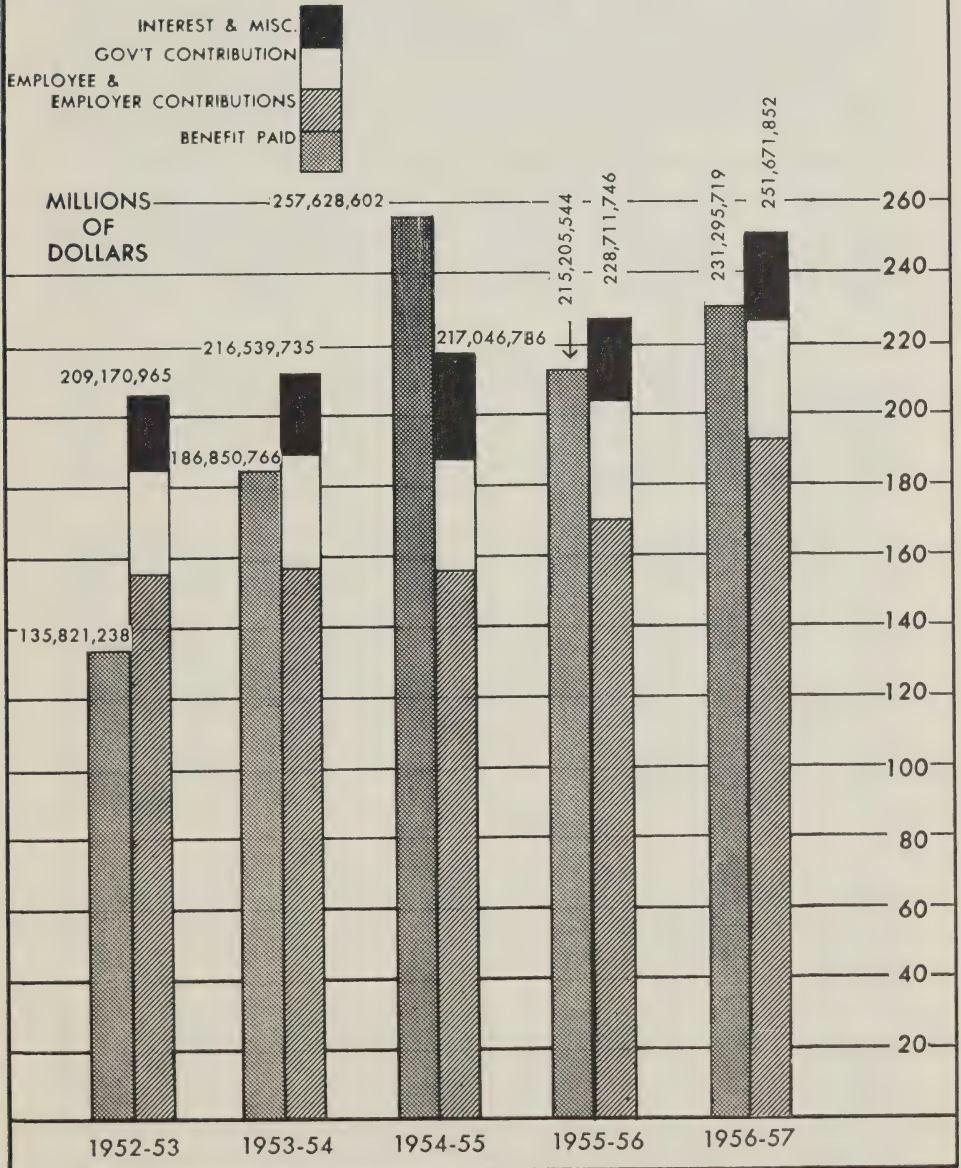
\$37,587,449.77 contributed by the government as its statutory requirement; fines and penalties totalling \$43,826.63; and interest on investments and profits on the sales of securities totalling \$26,039,086.03. As the total benefit payments for the year amounted to \$231,295,718.70, composed of regular benefit of \$201,196,193.03 and seasonal benefit estimated at \$30,099,525.67, the fund increased during the year by \$20,376,133.07. The amount of interest received prevented the fund from operating at a loss.



Part of the fund is maintained in chartered banks throughout Canada for the redemption of benefit warrants and to supply local offices with monies for cash payments of benefit. However, the great bulk is invested in obligations guaranteed by the Government of Canada and most of these securities are of the long-term variety although, from time to time, some investment is made in short-term, non-interest-bearing Treasury Notes. The average weighted yield of all securities at 31 March, 1957, was 3.24 per cent, an increase of .27 per cent since the end of the previous fiscal year. As cash revenues exceed requirements, additional securities are purchased, and when benefit payments become heavy, securities are sold to provide needed funds. Investments having a par value of \$225,377,000 were purchased, and the par value of disposals (sales and redemptions) totalled \$200,227,500. On hand at 31 March, 1957, were securities having a par value of \$878,402,500, a book value of \$868,051,120.25, and a market value of \$816,382,590.

THE UNEMPLOYMENT INSURANCE FUND

ANNUAL REVENUE AND EXPENDITURE



ADMINISTRATION**ENFORCEMENT**

During the fiscal year 1956-57, the regional statistical reporting system was reviewed, and the report forms were revised to provide for a qualitative evaluation of the investigations performed by each investigator and a qualitative comparison among regions.

This qualitative phase was introduced as of 1 October, 1956, and, with six months of these statistics available, a qualitative analysis was begun. This will be useful in determining training needs, as well as in assessing the effectiveness of the enforcement program in general.

The new Unemployment Insurance Act has caused considerable change in the enforcement program. New conditions governing entitlement to benefit produced new patterns of possible fraud; related changes in departmental procedures affected sources of information previously used.

Prior to the introduction of the new Act on 2 October, 1955, employers were prosecuted for failure to pay contributions within the prescribed time limit. Under the new Act, this provision is not continued, but provision is made instead for imposition of a penalty. This removes the grounds on which many prosecutions of employers were formerly based, and accordingly reduces the number of such cases.

Under the previous Act, one of the principal origins of fraud on the part of claimants was the fact that any casual work resulted, regardless of its duration, in a reduction of benefit. Frequently claimants who obtained casual employment of a day or two, sometimes on a recurring basis, would not report the work. Subsequently, when contributions were processed at the regional office, it would become apparent that the claimant had worked while drawing benefit, and the case would be reported to the enforcement branch for investigation. Under the new Act, a claimant may earn up to \$13 a week, depending on his benefit rate, without suffering any loss of benefit. Because of this change, casual employment is usually reported, and the number of fraud cases arising in this connection is substantially reduced.

As a result of these changes, the enforcement branch is now placing greater emphasis on the detection of other types of fraud, such as those related to self-employment, availability, and dependency, and the number of such cases revealed by investigation is now increasing considerably.

In addition, investigators have been particularly instructed with regard to the need for detailed investigation where availability is in doubt. In many cases, sufficient information is provided by the investigator to enable the insurance officer to disqualify claimants with regard to future entitlement. In such cases, of which there were 540 between 1 October, 1956 and 31 March, 1957, a charge of false statements is seldom laid, as the facts which the investigator is able to gather do not usually warrant such a charge.

The enforcement branch is continuing and expanding studies to determine the types of claims in which the incidence of fraud is greatest. The result should be a continued increase in the effectiveness of the spot check procedure, through adjustments in the pattern by which claims are selected for checking.

A special enforcement problem resulted from the recent extension of coverage under the Unemployment Insurance Act to include fishermen. A detailed study is being made of the regulations applicable to this class of employment, with a view to establishing a procedure for the detection of irregularities.

Under the new Act, the Commission was granted the right of recourse to garnishment and Exchequer Court proceedings for the collection of amounts owing by employers and claimants. This provision was exercised during the year 1956-57 with regard to employers only. Extreme care was taken in developing procedures to ensure that these processes would be used only in relation to persons or companies financially able to pay the debt. There were 207 cases of garnishment, which resulted in the collection of \$9,192.57. Exchequer Court proceedings were introduced in June 1956, and from that time to the end of the fiscal year there were 78 cases, resulting in the collection of \$2,822.92. Late in the year, plans were being laid jointly with the insurance branch for an experimental application, by that branch, of these collection processes to debts owing by claimants financially able to meet the obligations concerned.

The review of investigational staffs was continued, and provision was made for additional assistance in a few instances. This review is continuing, and will be completed in the near future.

In Appendix VII of this report, a statistical summary of investigations completed by the enforcement branch in 1956-57 is provided. Appendix VIII contains a summary of prosecutions instituted during the same period against employers and claimants for various infractions of the Act and Regulations. In addition to the legal action recorded in the latter appendix, there were seven prosecutions instituted under the Criminal Code.

PUBLIC RELATIONS

Co-operation with the employment branch in the co-ordination and encouragement of winter employment campaigns at the local office level was continued. As a member of the newly-formed head office winter employment committee, the Director of Public Relations undertook field trips to the Prairie and Pacific regions in December and to the Atlantic region in February. Resultant reports stressed the need for accurate scheduling of promotional material and noted field opinion on the irrelevancy of campaigns in some areas. Regional public relations officers served on the new regional committees and played a valuable role.

With the placement of handicapped persons in employment setting a new record in the previous year, the public relations branch co-operated in the design and production of a new billboard poster to replace depleted supplies of the first poster. Arrangements were made for the

Art and Illustration Section of the Queen's Printer to do the necessary art work.

Legislation enabling the coverage of Canada's 50,000 commercial fishermen necessitated extensive publicity. A series of six press releases and six radio scripts were prepared, with distribution being carried out by local office managers in the areas concerned. In addition, an advertisement was prepared for insertion in daily and weekly newspapers in the localities affected and scripts for radio spot announcements were written.

Other advertising contracted for on a national basis during the fiscal year was in connection with re-registration of employees and book renewal.

On an experimental basis for one year, a clipping service was arranged for the Ontario and Quebec regions. A selected list of daily and weekly newspapers were subscribed to, with the clipping of items pertaining to the Commission being done by the regional public relations officers.

Regional public relations officers continued to uncover new outlets for the monthly Questions and Answers feature. One hundred and eighty-six English language and 250 French language newspapers and periodicals printed this column regularly, as compared to 74 English and 61 French publications in the previous year. This material was also featured by three radio stations.

Miscellaneous activities of the branch included preparation of material for head office officials; numerous press releases; final publication, in English and French, of the executive and professional division folder; and preparation for printing of a glossary of terms commonly used in the course of the Commission's operations.

STAFF

The 1956 establishment review resulted in a very slight increase in the over-all number of authorized positions, mainly to provide staff required on the inclusion of fishermen under the provisions of the Unemployment Insurance Act, and to meet the needs of offices where the workload statistics indicated the need for more assistance. The usual adjustments were also made by transferring vacant positions and reclassifying them upward or downward where necessary.

In the number of employees on strength, there was at the end of the fiscal year a net decrease of 16, from 7,348 on 31 March, 1956, to 7,332 on 31 March, 1957. The latter number was distributed as follows:

Head Office	334
Pacific Region	857
Prairie Region	1,109
Ontario Region	2,255
Quebec Region	2,027
Atlantic Region	750

At 31 March, 1957, there were on strength, in addition to the above-listed regular employees, 1,441 casual employees engaged to assist in meeting the seasonal pressure of work in connection with claims for unemployment insurance benefits.

Staff turnover (i.e. the net labour turnover rate) decreased from the previous fiscal year. Figures for the last three fiscal years are: 1954-55, 13.25 per cent; 1955-56, 14.8 per cent; and 1956-57, 12.89 per cent.

STAFF TRAINING

The launching of the Commission's first career course, designed to assist employees who aspire to be employment and claims officers, and the continued development of other phases of a new training plan, contributed to an active year for the staff training division.

There are 2,934 employees enrolled in the Career Course—Barrier—which started in October, 1956. This course consists of 15 assignments designed to teach the Unemployment Insurance Act and Regulations. To date, 21 employees have completed the course, which entitled them to enter employment and claims officer competitions. The majority of the students have completed more than half of the assignments. This is a continuous course and new employees may enroll after three months of service.

The induction training program was completed and will be inaugurated by early autumn. It has been designed to teach new employees, and to provide a refresher course to transferred and promoted employees, on the background knowledge necessary to their work. It is a twelve week course featuring one hour of study and discussion daily while the remainder of the day is devoted to regular duties.

Four work training topics were completed during the year and will be taught in 1957. These topics are: Principles of Staff Training, for all supervisory staff; A Stenographer's Manual and Ready Reference; Improving Typing Ability, a speed spurt typing drill for typists to assist them to increase their skill and speed while at the same time reducing errors and fatigue; and Reducing Waste, which will be taught employees at all levels to enable them to complete their work with a minimum of wasted time, effort and material.

Material was developed to conduct area schools for special placements officers located at small local offices. The area schools are designed to increase the efficiency of the work of special placements. The teaching will be based on material used at the University of Western Ontario and Laval University.

Training programs were prepared and conducted for the purpose of qualifying employees to adjudicate claims. One program was designed to enable employees to qualify for insurance officers with limited authority, while a second was conducted for those employees who hold a limited authority certificate and aspire to be insurance officers with full authority.

A conference of all regional staff training officers was held at Ottawa in February. Among the subjects discussed were the Commission's new training program and a new booklet designed to help training officers in their field work.

COMMISSION OFFICES

The table below indicates that a total of 239 offices were in operation on 31 March, 1957. In this total were 26 branch offices and five locations at which service was given on a part-time basis. In addition, one agency was operated.

Year Ending	Regional Offices	District Offices	Local Offices		Agency	Itinerant Offices	Total Offices
			Regular	Branch			
Mar. 31/42.....	5	4	109	118
Mar. 31/43.....	5	4	195	11	215
Mar. 31/44.....	5	4	194	16	2	..	221
Mar. 31/45.....	5	5	191	24	2	62	289
Mar. 31/46.....	5	4	191	30	2	68	300
Mar. 31/47.....	5	4	187	26	2	95	317
Mar. 31/48.....	5	..	189	24	2	60	280
Mar. 31/49.....	5	..	178	40	2	70	295
Mar. 31/50.....	5	..	181	37	2	71	296
Mar. 31/51.....	5	..	181	35	2	64	287
Mar. 31/52.....	5	..	186	34	1	36	262
Mar. 31/53.....	5	..	188	34	1	21	247
Mar. 31/54.....	5	..	191	33	1	8	238
Mar. 31/55.....	5	..	192	35	1	8	241
Mar. 31/56.....	5	..	201	28	1	6	241
Mar. 31/57.....	5	..	202	26	1	5	239

INSPECTION SERVICE

The operations of the branch were seriously handicapped by unusually high staff turnover, mainly caused by promotions and transfers. This resulted in shortage of manpower pending replacement and subsequent delays by reason of recruitment of untrained staff. The inspection objective has suffered accordingly.

During the year, the branch made a total of 48 general inspections. By regions, these were: Atlantic, 9; Quebec, 12; Ontario, 12; Prairie, 8; and Pacific, 7. In addition, cash verifications were made at 57 points. The breakdown of this work by regions is as follows: Atlantic, 8; Quebec, 9; Ontario, 24; Prairie, 6; and Pacific, 10.

Regional travelling supervisors continued to assist inspectors at a number of inspections and to follow-up at the local offices with training and guidance.

In addition to the coverage of local offices, an inspection of all five regional offices was undertaken. While a considerable portion of the time spent on this assignment was of a fact-finding nature, beneficial results have been achieved.

LEGAL

Following the separation, in the last fiscal year, of enforcement functions from legal functions, the legal branch established an internal precedent system for background material and legal opinions given in connection with the various aspects of the Unemployment Insurance Act, Regulations and enactments administered by the Commission.

Assistance was given to the Department of Justice in drafting various amendments to the Act, which became effective on 30 September, 1956. One amendment related to the regulation-making powers of the Commission to insure commercial fishermen, whether wage earners or self-employed, under the unemployment insurance scheme. The branch then drafted a set of regulations, entitled "Fishermen's Regulations", concerning the coverage and contribution provisions for fishermen; preparatory work was also done on regulations respecting benefit provisions, which will be enacted before 1 January, 1958.

The other amendments to the Act concerned the re-qualification for subsequent benefit periods and the maximum duration of regular benefit and seasonal benefit. These amendments entailed review of a series of changes in the Commission's manuals and circulars.

The branch drafted a regulation revoking the seasonal regulations respecting stevedoring and transportation by water. Considerable work was done in connection with the legal aspects of the Commission's new Exchequer Court judgment procedure and garnishment authorized by the 1955 Act. Many interrelated problems were encountered on the question of the extent of the trust funds (constituted by the deductions from wages made by the employers for the purpose of paying unemployment insurance contributions) in cases of bankruptcy, which resulted in a certain conflict between the Unemployment Insurance Act and the Bankruptcy Act provisions.

The branch reviewed 156 cases of benefit appeals to the Umpire, 51 of which were made at the instance of the insurance officer and 105 at the instance of the claimant or his union. In this connection, there were 20 hearings before the Umpire at which a member of the branch acted as counsel for the Commission. Six of these hearings were held in Ottawa, eleven in Montreal, two in Toronto, and one in Quebec City. In addition, there was one hearing before the Umpire in a case involving coverage under the Act of persons employed by a greenhouse operator.

Twenty-four Supplemental Unemployment Benefit Plans submitted to the Commission by the unions or employers were reviewed. SUB plans, generally, provide for payments to workers who are laid off. They are submitted to the Commission for decision as to whether or not the payment of unemployment insurance benefits will be affected. The Commission's decisions, made on each individual plan, are based on whether or not SUB payments should be regarded as earnings. Twenty-one of the 24 plans submitted were regarded as not affecting unemployment insurance benefit payments.

The following paragraphs outline some of the miscellaneous work of the branch.

Nine cases of defalcation committed by employees of the Commission were reviewed, four of which resulted in prosecution and conviction. Ten claims for damages due to injuries sustained by persons visiting local offices were dealt with.

There were eight cases in which the confidential nature of the Commission's records was involved. Thirteen applications under the Reinstatement in Civil Employment Act were received and all but three were satisfactorily adjusted. Three cases of coverage under the Act were submitted to the Commission, one of which was appealed and was heard by the Umpire, his decision being reserved.

Six prosecutions under the Act which were dismissed were considered for advisability of appealing; two were appealed and the Commission's appeals sustained. During the fiscal year, 144 forms and 144 manual amendments and circulars were reviewed. Thirty-four "special" forms of consent (which is necessary under the Act prior to prosecution) were prepared; these were in addition to the "model" consents already issued.

In summary, the branch dealt with 843 assignments (33 having been carried over from the previous fiscal year). Seven hundred and fifty assignments were completed and 93 were carried forward into the new fiscal year.

STANDARDS AND METHODS

The division carried out its usual work of developing, investigating, testing and reviewing procedures and methods. This work has become more extensive since the introduction of the new Act in 1955. The recent inclusion of fishermen in insurable employment will cause a further acceleration of procedures and methods review for the next few years.

Since last July, the division has been engaged in a survey of claims processing and claims payment to determine the feasibility of using a mechanical data processing system for a major part of this work. A number of detailed analyses have already been carried out. Additional surveys will have to be completed before a thorough testing of the proposed system can be made.

The division is responsible for editing all instructional material issued by the Commission. During the period under review, some 327 circulars, releases and other items of instruction were edited. A complete revision of the Administration Manual and the Standard Practice Instruction Manual is under way.

The number of suggestions received in the past year was 928. This was an increase of 132 over the preceding year. Five major cash awards were made as compared to only two for the year 1954-55.

PREMISES

Studies were made in connection with the opening of local offices in various districts, especially in newly-developed industrial centres. Eight local offices were moved into larger quarters. Thirteen local

offices were moved into new federal buildings. The office area of the Hamilton local office was more than doubled when an addition was made to the present building. In London, a new UIC building was erected. In Montreal, a new federal building, especially designed for the Commission, was completed; it was occupied by the Quebec regional staff late in the fiscal year.

As a result of recent changes in the Act, it was necessary to alter the layout of numerous local offices to suit new conditions. Other alterations made included better lighting and ventilation for several local offices.

ADMINISTRATIVE COSTS OF THE UNEMPLOYMENT INSURANCE
COMMISSION DURING THE PERIOD APRIL 1, 1956 TO MARCH 31, 1957

Salaries and Wages.....	\$25,141,216.49
Living and Other Allowances.....	20,204.83
Professional and Special Services.....	43,028.34
Commission to Post Office Department.....	792,757.97
Canadian Corps of Commissionaires Services.....	187,650.51
Travelling and Removal Expenses.....	589,118.79
Freight, Express and Cartage.....	89,625.51
Postage.....	744,362.02
Telephones, Telegrams and Other Communication Services.....	319,859.04
Publication of Departmental Reports and Other Material.....	23,140.71
Exhibits, Advertising, Films, Broadcasting and Displays.....	26,107.41
Office Stationery, Supplies and Equipment.....	850,331.96
Unemployment Insurance Stamps.....	19,768.53
Materials and Supplies.....	3,258.49
Acquisition or Construction of Buildings and Works.....	339.00
Rental of Office Accommodation.....	1,476.80
Acquisition of Equipment.....	30.07
Repairs and Upkeep of Equipment.....	3,585.77
Rentals of Equipment.....
Electricity, Heat and Water Rates.....	1,856.72
Unemployment Insurance Contributions.....	19,232.36
Umpire, National Advisory Committee, National, Regional and Local Employment Committees, Courts of Referees.....	99,585.74
Sundries.....	6,399.26
	<hr/>
	\$28,982,936.32

APPENDIX I

LOCATION OF OFFICES OF THE UNEMPLOYMENT INSURANCE COMMISSION

Head Office —Ottawa, Ont.

Regional Offices—Atlantic Region—Moncton, N.B.

—Prairie Region—Winnipeg, Man.

—Quebec " —Montreal, Que.

—Pacific " —Vancouver, B.C.

—Ontario " —Toronto, Ont.

NATIONAL EMPLOYMENT OFFICES

NewfoundlandCorner Brook
Grand Falls
†St. John's**Prince Edward Island**†Charlottetown
Summerside**Nova Scotia**Amherst
Bridgewater
Dartmouth
Glace Bay
†Halifax
Inverness
Kentville
Liverpool
†New Glasgow
New Waterford
North Sydney
Pictou
Springhill
†Sydney
Sydney Mines
Truro
Yarmouth**New Brunswick**†Bathurst
Campbellton
Chatham
Edmundston
†Fredericton
Minto
†*Moncton
Newcastle
Oromocto
Sackville
†Saint John
St. Stephen
Shediac
Sussex
Woodstock**Quebec**Acton Vale
Arvida
Asbestos
Beauharnois
Buckingham
Causapscal
Chandler
†Chicoutimi
Coaticook
Dolbeau
†Drummondville
East Angus
Farnham
Forestville
Gaspé
Granby
Grand'Mère
†Grindstone
(Magdalen Islands)
†Hull**Quebec (Cont.)**†Joliette
Jonquière
Lachine
Lachute
La Malbaie
La Tuque
Lévis
Longueuil
Louiseville
Magog
Maniwaki
Matane
Mégantic
Mont Laurier
Montmagny
Montmorency
†*Montreal—
Northern
Western
Centre
Eastern
Business,
Professional
and Youth
New Richmond
Plessisville
Port Alfred
†Quebec
Richmond
Rimouski
†Rivière-du-Loup
Roberval
†Rouyn
Ste-Agathe-des-
Monts
Ste-Anne-de-
Bellevue
St-Georges-Est
St-Hyacinthe
St-Jean
St-Jérôme
Ste-Thérèse
Sept-Iles
†Shawinigan Falls
†Sherbrooke
Sorel
Thetford Mines
†Trois-Rivières
Val-d'Or
Valleyfield
Victoriaville
Ville-d'Alma**Ontario**Amprior
Barrie
Belleville
Bracebridge
Brampton
†Brantford
Brockville
Carleton Place
Chatham
Cobourg**Ontario (Cont.)**Collingwood
†Cornwall
Dunnville
Elliot Lake (Temp.)
Fort Erie
Fort Frances
†Fort William
Galt
Gananoque
Goderich
Guelph
†Hamilton
Hawkesbury
Ingersoll
Kapuskasing
Kenora
†Kingston
Kirkland Lake
†Kitchener
Leamington
Lindsay
Listowel
†London
Midland
Morrisburg
Napanee
Newmarket
New Toronto
Niagara Falls
†North Bay
Oakville
†Orillia
†Oshawa
†Ottawa
†Owen Sound
Parry Sound
Pembroke
Perth
†Peterborough
Picton
Port Arthur
Port Colborne
Port Hope
Prescott
Renfrew
†St. Catharines
St. Thomas
Sarnia
Sault-Ste-Marie
Simcoe
Sioux Lookout
Smiths Falls
Stratford
Sturgeon Falls
†Sudbury
Tillsonburg
Timmins
†*Toronto—
Centre
Western
Eastern**Ontario (Cont.)**Business, Profes-
sional and Youth
Trenton
Walkerton
Wallaceburg
Welland
Weston
†Windsor
Woodstock**Manitoba**†Brandon
Dauphin
Flin Flon
Portage la Prairie
St-Boniface
Selkirk
The Pas
†*Winnipeg**Saskatchewan**Estevan
Moose Jaw
North Battleford
Prince Albert
†Regina
†Saskatoon
Swift Current
Weyburn
Yorkton**Alberta**Blairmore
†Calgary
Drumheller
†Edmonton
Edson
†Lethbridge
Medicine Hat
Red Deer**British Columbia**Chilliwack
Courtenay
Cranbrook
Dawson Creek
Duncan
Kamloops
Kelowna
Kitimat
Mission City
Nanaimo
†Nelson
†New Westminster
North Vancouver
†Penticton
Port Alberni
Prince George
Prince Rupert
Princeton
Trail
†*Vancouver
Vernon
†Victoria
Yukon Territory
Whitehorse*Both regional and local offices at these centres.
†Courts of referees appointed at these centres.

‡Agency established at this centre.

APPENDIX II

EMPLOYMENT OPERATIONS BY THE LOCAL OFFICES OF THE UNEMPLOYMENT INSURANCE COMMISSION, APRIL 2, 1956 TO MARCH 29, 1957, BY PROVINCES

Province	Applications Registered	Vacancies Notified	Total Placements	Regular (1) Placements	Casual (2) Placements
Newfoundland.....	Male 51,586 Female 3,845 Total 55,431	8,360 1,005 9,365	4,762 604 5,366	4,410 579 4,989	352 25 377
Prince Edw. Island..	Male 10,402 Female 4,618 Total 15,020	4,806 2,780 7,586	3,376 2,275 5,651	1,734 1,574 3,308	1,642 701 2,343
Nova Scotia.....	Male 82,814 Female 23,193 Total 106,007	23,343 10,867 34,210	18,936 7,552 26,488	14,457 5,161 19,618	4,479 2,391 6,870
New Brunswick....	Male 93,372 Female 21,594 Total 114,966	29,092 9,362 38,454	21,580 6,201 27,781	17,339 4,291 21,630	4,241 1,910 6,151
Quebec.....	Male 604,389 Female 189,950 Total 794,339	256,064 108,095 364,159	181,654 69,308 250,962	158,106 52,638 210,744	23,548 16,670 40,218
Ontario.....	Male 804,325 Female 322,885 Total 1,127,210	357,171 156,085 513,256	287,924 108,754 396,678	237,847 87,924 325,771	50,077 20,830 70,907
Manitoba.....	Male 111,086 Female 51,065 Total 162,151	50,705 25,376 76,081	38,429 17,566 55,995	30,090 10,857 40,947	8,339 6,709 15,048
Saskatchewan.....	Male 76,847 Female 30,702 Total 107,549	40,002 17,707 57,709	28,499 11,260 39,759	22,242 8,634 30,876	6,257 2,626 8,883
Alberta.....	Male 144,432 Female 56,869 Total 201,301	81,744 41,282 123,026	57,389 26,027 83,416	45,372 19,208 64,580	12,017 6,819 18,836
British Columbia...	Male 303,728 Female 118,844 Total 422,572	110,058 62,718 172,776	88,511 47,188 135,699	75,121 31,144 106,265	13,390 16,044 29,434
Canada.....	Male 2,282,981 Female 823,565 Total 3,106,546	961,345 435,277 1,396,622	731,060 296,735 1,027,795	606,718 222,010 828,728	124,342 74,725 199,067
COMPARABLE TOTALS— 1955-1956.....	Male 2,168,534 Female 828,936 Total 2,997,470	858,502 445,483 1,303,985	680,261 315,624 995,885	539,473 217,325 756,798	140,788 98,299 239,087

(1) Includes Transfers — Out.

(2) Placements are termed "Casual" when the duration of the employment is six or less working days' duration.

APPENDIX III

EMPLOYMENT OPERATIONS BY THE LOCAL OFFICES OF THE UNEMPLOYMENT INSURANCE COMMISSION, APRIL 2, 1956 TO MARCH 29, 1957, BY REGIONS

Region	Applications Registered	Vacancies Notified	Total Placements	Regular (1) Placements	Casual (2) Placements
Atlantic..... Male	238,174	65,601	48,654	37,940	10,714
Female	53,250	24,014	16,632	11,605	5,027
Total	291,424	89,615	65,286	49,545	15,741
Quebec..... Male	604,389	256,064	181,654	158,106	23,548
Female	189,950	108,095	69,308	52,638	16,670
Total	794,339	364,159	250,962	210,744	40,218
Ontario..... Male	762,474	331,732	268,770	220,689	48,081
Female	313,120	151,092	105,027	84,733	20,294
Total	1,075,594	482,824	373,797	305,422	68,375
Prairie..... Male	384,687	203,075	148,630	119,654	28,976
Female	149,361	90,141	59,037	42,345	16,692
Total	534,048	293,216	207,667	161,999	45,668
Pacific..... Male	293,257	104,873	83,352	70,329	13,023
Female	117,884	61,935	46,731	30,689	16,042
Total	411,141	166,808	130,083	101,018	29,065
Canada..... Male	2,282,981	961,345	731,060	606,718	124,342
Female	823,565	435,277	296,735	222,010	74,725
Total	3,106,546	1,396,622	1,027,795	828,728	199,067
COMPARABLE TOTALS— 1955-1956..... Male	2,168,534	858,502	680,261	539,473	140,788
Female	828,936	445,483	315,624	217,325	98,299
Total	2,997,470	1,303,985	995,885	756,798	239,087

(1) Includes Transfers — Out.

(2) Placements are termed "Casual" when the duration of the employment is six or less working days' duration.

APPENDIX IV

NUMBER OF CLAIMS RECEIVED AND THE DISPOSAL DURING THE YEAR 1956-1957 BY PROVINCES

	Total	Newfoundland	Prince Edward Island	Nova Scotia	New Brunswick	Quebec	Ontario	Manitoba	Saskatchewan	Alberta	British Columbia
INITIAL CLAIMS											
Pending March 31, 1956.....	45,554	2,229	218	2,447	2,655	21,153	8,769	1,100	980	2,744	3,259
Received—in person.....	1,103,083	19,281	5,521	46,995	48,614	357,016	370,436	49,254	26,889	54,039	125,088
— postal.....	153,018	23,663	1,897	12,244	15,718	46,255	14,002	6,562	10,170	8,302	14,205
Total.....	1,301,605	45,173	7,636	61,686	66,987	424,424	393,207	56,916	37,989	65,085	142,502
Allowed—regular benefit:											
No disqualification.....	776,234	19,985	3,797	36,379	34,145	245,419	249,574	34,682	21,962	40,527	89,764
With disqualification.....	89,274	2,260	369	3,826	3,027	25,790	29,851	4,431	2,741	5,245	11,734
Total.....	865,508	22,245	4,166	40,205	37,172	271,209	279,425	39,113	24,703	45,772	101,498
Allowed—Seasonal benefit:											
No disqualification.....	201,857	10,590	2,285	10,410	16,139	66,778	51,063	9,699	7,342	8,788	18,763
With disqualification.....	11,899	918	95	374	594	4,446	2,662	612	491	611	1,096
Total.....	213,756	11,508	2,380	10,784	16,733	71,224	53,725	10,311	7,833	9,399	19,859
Total Allowed.....	1,079,264	33,753	6,546	50,989	53,905	342,433	333,150	49,424	32,536	55,171	121,357
Not Allowed—Either regular or SB.....	172,134	9,328	794	8,555	10,308	58,566	49,010	6,427	4,490	7,071	17,585
Pending March 31, 1957.....	50,207	2,092	296	2,142	2,774	23,425	11,047	1,065	963	2,843	3,560
Total.....	1,301,605	45,173	7,636	61,686	66,987	424,424	393,207	56,916	37,989	65,085	142,502
RENEWAL AND REVISED CLAIMS:											
Pending March 31, 1956.....	28,784	2,332	50	981	1,327	16,291	3,919	578	374	1,148	1,784
Received April 1 to March 31.....	768,708	20,393	2,785	35,573	35,918	259,187	257,191	27,294	14,775	33,584	82,068
Total.....	797,492	22,725	2,835	36,554	37,245	275,478	261,110	27,812	15,149	34,732	83,852
Allowed.....	618,331	18,695	2,348	29,602	29,561	202,219	210,801	21,190	11,547	26,258	66,110
Disqualified.....	115,437	1,917	354	4,400	4,299	45,241	35,489	4,335	2,276	5,590	11,536
Not Entitled.....	35,800	1,531	70	1,423	2,413	18,510	8,665	946	593	874	2,575
Appeals to Boards of Referees.....	12,591	47	16	476	292	3,308	4,122	1,092	390	977	1,871
Appeals to the Comptroller.....	117	3	—	4	3	33	38	5	1	9	24
Pending March 31, 1957.....	15,276	535	47	649	677	6,167	3,795	304	342	1,024	1,736
Total.....	797,492	22,725	2,835	36,554	37,245	275,478	261,110	27,812	15,149	34,732	83,852
Antecedates—Approved.....	3,102	49	18	223	200	841	1,286	70	55	91	269
—Not Approved.....	2,923	81	11	216	127	699	844	78	73	193	601
Extension of Qualifying Period:											
—Approved.....	14,290	536	135	782	1,424	3,293	639	324	324	570	2,259
—Not Approved.....	4,184	154	11	177	384	1,779	815	38	54	97	675
Dependency.....	20,651	2,320	63	621	1,147	7,013	5,516	1,069	421	660	1,821

APPENDIX V

GROSS AMOUNT OF BENEFIT PAID, REASONS FOR CLAIMS DISALLOWED, AND DISQUALIFIED, AND THE NUMBER OF INTERSTATE CLAIMS DURING THE YEAR 1956-1957, BY PROVINCES

	Total	Newfoundland	Prince Edward Island	Nova Scotia	New Brunswick	Quebec	Ontario	Manitoba	Saskatchewan	Alberta	British Columbia
*REGULAR BENEFIT PAID	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$
From April 1, 1956 to March 31, 1957	201,401,182	8,277,550	1,275,312	9,400,098	10,392,410	67,896,360	58,534,626	8,994,254	6,240,714	8,836,491	21,553,367
*SEASONAL BENEFIT PAID											
From April 1, 1956 to March 31, 1957	30,109,369	1,618,587	325,987	1,654,477	2,287,782	10,343,641	7,479,621	1,577,067	1,190,415	1,337,922	2,298,870
Total	231,510,551	9,896,137	1,601,299	11,054,575	12,680,192	78,240,001	66,014,247	10,571,321	7,431,129	10,174,413	23,847,237
REASONS FOR REGULAR CLAIMS DISALLOWED:											
Not 30 weeks (A) Sec. 45 (1) (A)	203,259	10,592	1,543	10,172	12,575	62,289	59,392	8,222	6,659	9,569	22,246
(B) Sec. 45 (2)	118,114	7,395	1,010	5,903	10,019	46,279	25,861	5,004	3,251	4,503	8,889
Not 8 weeks Sec. 45 (1) (B)	64,517	2,849	621	3,264	4,447	21,222	17,482	3,512	2,413	2,398	6,309
Total	385,890	20,836	3,174	19,339	27,041	129,790	102,735	16,738	12,323	16,470	37,444
REASONS FOR DISQUALIFICATION											
Not Unemployed	7,244	185	39	256	238	2,729	2,128	322	308	377	662
Not capable of work	7,001	224	51	348	373	2,003	2,286	188	186	451	891
Not available for work	44,854	820	105	1,479	1,332	16,187	15,397	2,771	1,161	2,383	3,219
Loss of work due to labour dispute	7,554	405	137	752	82	3,381	2,165	247	266	331	540
Refusal of offer of work	22,364	68	40	752	946	9,869	6,113	558	536	969	2,513
Neglect of opportunity for work	2,340	3	2	71	21	1,024	761	55	38	119	245
Failure to carry out written direction	2,576	1	13	88	474	932	777	88	22	127	54
Non-attendance at course of instruction	62			11	16	31	1	3	—	—	—
Employment lost by own misconduct	9,370	86	32	471	250	4,005	3,468	259	144	415	840
Voluntary leaving without just cause	68,787	1,708	372	2,966	2,787	22,347	20,318	2,945	1,614	3,696	10,034
Inmate of prison or resident outside of Canada	65	—	—	3	7	16	27	2	2	2	6
Failure to lodge insurance book etc.	16,108	1,090	56	683	553	3,877	5,226	826	517	945	2,335
Seasonal employment	2	—	—	1	—	—	—	—	—	—	1
Misrepresentation	4,638	188	32	256	114	2,123	1,275	110	121	148	271
Married women	12,357	163	50	508	440	3,343	4,797	703	372	663	1,318
Other	1,128	1	1	5	2	605	605	129	55	185	149
Loss of work due to incapacity etc.	3,809	56	8	260	193	1,059	1,240	72	44	166	711
Determination and Allocation of Earnings	5,751	98	17	310	91	2,549	1,418	100	122	469	577
Total	216,610	5,095	818	8,600	7,920	75,477	68,002	9,378	5,508	11,446	24,366
INTERSTATE CLAIMS:											
Claims filed in Canada by U.S.A. claimants	1,197	9	6	65	37	516	325	29	9	28	173
Claims filed in U.S.A. by Canadian claimants	1,594	12	2	17	38	260	583	174	16	104	388

*The figures for benefit paid do not agree with the amounts shown on the Statement of Revenue and Expenditure because of year-end adjustments

APPENDIX VI

NUMBER OF "ACTIVE" CLAIMANTS ON THE LAST DAY OF EACH MONTH 1956-1957

Provinces	April 1956	May	June	July	August	September	October	November	December	January 1957	February	March
Newfoundland.....	1. 13,595 2. — 3. 19	8,583 — 26	4,711 15 —	3,290 21 —	2,929 17 —	2,854 22 —	3,920 10 —	8,139 20 14	13,687 1,196 8	19,344 3,778 20	19,384 5,834 21	19,847 5,358 27
Prince Edward Island.....	1. 2,045 2. — 3. 8	819 — 10	603 7 —	610 3 —	524 4 —	528 9 —	586 2 —	1,321 8 3	2,790 226 5	3,768 950 12	3,564 1,475 23	3,224 1,126 14
Nova Scotia.....	1. 16,488 2. — 3. 94	9,502 77 —	6,948 66 —	7,422 58 —	6,637 63 —	7,161 83 —	8,323 66 —	12,049 30 80	17,662 877 74	25,383 3,931 120	23,175 5,351 176	23,020 5,551 214
New Brunswick.....	1. 19,401 2. — 3. 66	11,469 61 —	7,240 58 —	6,117 59 —	5,658 65 —	5,804 66 —	7,244 49 —	11,324 18 59	18,741 1,389 49	26,006 5,564 85	25,379 8,809 128	23,326 3,402 151
Quebec.....	1. 112,087 2. — 3. 1,371	70,197 1,199 —	50,816 1,143 —	46,754 1,099 —	38,778 1,073 —	36,961 1,022 —	42,901 946 —	64,314 275 980	120,978 6,873 1,095	146,823 31,967 1,378	155,012 31,965 1,867	161,251 33,825 1,897
Ontario.....	1. 67,755 2. — 3. 968	53,339 764 —	40,680 745 —	50,559 697 —	56,899 657 —	55,550 666 —	48,428 653 —	63,907 220 672	104,593 9,545 788	130,851 26,826 1,075	131,544 25,970 1,292	125,397 25,970 1,370
Manitoba.....	1. 13,277 2. — 3. 166	8,225 122 —	5,414 113 —	5,229 104 —	4,715 113 —	4,436 115 —	5,645 113 —	10,925 39 128	16,096 1,990 154	20,024 4,225 212	19,945 5,324 265	19,096 4,927 289
Saskatchewan.....	1. 9,118 2. — 3. 65	4,242 62 —	2,676 47 —	2,283 49 —	2,020 50 —	1,973 40 —	2,330 37 —	5,775 16 41	11,154 1,125 64	14,655 2,958 74	14,792 3,951 103	13,349 3,687 136
Alberta.....	1. 15,418 2. — 3. 83	7,626 79 —	5,037 51 —	4,253 79 —	3,607 74 —	3,180 69 —	4,242 51 —	9,143 13 50	17,058 1,301 65	23,583 2,836 85	23,583 3,937 119	22,652 3,768 148
British Columbia.....	1. 22,929 2. — 3. 220	14,925 — 200	11,907 158 —	11,950 130 —	10,509 145 —	9,993 132 —	15,758 127 —	27,638 204 164	47,240 3,723 195	62,130 7,827 296	52,288 9,888 394	42,235 8,800 418
TOTAL.....	1. 292,063 2. — 3. 3,060	188,927 2,600 —	136,032 2,408 —	138,467 2,299 —	132,276 2,261 —	128,440 2,224 —	139,377 2,054 —	214,535 843 2,141	369,999 28,245 2,497	472,564 73,417 3,357	468,646 103,741 4,388	455,397 103,741 4,664

1.—Ordinary
2.—Season
3.—“Sick” included in Nos. 1 and 2.

APPENDIX VII

INVESTIGATION STATISTICS—FISCAL YEAR 1956-57

Region and *Number of District Investigators	INVESTIGATIONS COMPLETED				PUNITIVE ACTION	
	Suspected False Statements	Spot Check and Miscellaneous	TOTAL	Average Investigations per District Investigator	Prosecutions Recommended	Penalties Imposed under Section 65
Atlantic. (7)	992	5,644	6,636	948	41	640
Quebec.. (14)	4,421	11,178	15,599	1,114	288	2,439
Ontario.. (13)	2,365	18,034	20,399	1,569	182	1,256
Prairie... (7)	1,009	5,483	6,492	927	63	401
Pacific... (6)	853	5,440	6,293	1,049	75	263
Totals... (47)	9,640	45,779	55,419	1,179	649	4,999

*The number of District Investigators is the average number on duty, calculated on the basis of man-days of work performed during the fiscal year.

APPENDIX VIII

LEGAL PROCEEDINGS INSTITUTED UNDER THE UNEMPLOYMENT INSURANCE ACT AND THE UNEMPLOYMENT INSURANCE REGULATIONS

Nature of Proceedings	Carried over 1955-56	Com- menced Fiscal Year 1956-57	Prosecu- tions Finalized	Con- victions	With- drawals	Acquit- tals	Awaiting Result of Trials
Proceedings against em- ployers for infractions of the Act and Regulations..	5	186	165	157	8	..	26
Proceedings against clai- mants for obtaining benefit through false statements..	*181	649	669	631	31	7	161
Totals.....	*186	835	834	788	39	7	187

*Revised

APPENDIX IX

UNEMPLOYMENT INSURANCE FUND

BALANCE SHEET

AS AT MARCH 31, 1957

ASSETS

Cash on deposit with Receiver General	\$	3,041,462.98
Amount on deposit with Chartered Banks for benefit warrant settlement		474,259.44
Advances to local offices for payment of benefit by cash		3,258,327.30
Amount due to the Fund on account of defalcation		200.00

Investments:

Government of Canada and Canadian National Railways bonds at cost (Par value \$878,402,500.00)	\$869,517,904.74	
DEDUCT: Amortization of premium less accumulation of discount	1,466,784.49	
	<u>868,051,120.25</u>	
Accrued interest on investments	7,027,103.33	875,078,223.58
		<u><u>\$881,852,473.30</u></u>

LIABILITIES

Unredeemed benefit warrants:

Unemployment Insurance	\$	4,915,945.15
War Veterans' Allowances	1,902.43	\$ 4,917,847.58

Deposits:

From employers under Bulk Payment Method	2,312,580.76	
Advance for War Veterans' Allowances	<u>47,393.30</u>	<u>2,359,974.06</u>

Balance at credit of Fund:

Balance at March 31, 1956	854,198,518.59	
ADD: Excess of Revenue over Expenditure for period April 1, 1956 to March 31, 1957	20,376,133.07	874,574,651.66
		<u><u>\$881,852,473.30</u></u>

NOTE: This balance sheet will not agree with the balance sheet included in the Public Accounts 1956-57, as it includes certain transactions during April 1956 applicable to the fiscal year 1955-56 and does not include certain transactions during April 1957 applicable to the fiscal year 1956-57.

APPENDIX X

UNEMPLOYMENT INSURANCE FUND
STATEMENT OF REVENUE AND EXPENDITURE FOR
THE PERIOD APRIL 1, 1956 TO MARCH 31, 1957

REVENUE

Contributions:

Employers and Employees

Stamp Method.....	\$ 82,544,622.25	
Meter Method.....	18,345,371.81	
Bulk Payment Method.....	86,511,186.16	
Dept of Veterans Affairs Armed Services.....	600,309.12	
	<hr/>	\$188,001,489.34

Government of Canada..... 37,587,449.77

Fines Received..... 882.62

Penalties Received..... 42,944.01

Income from Investments

Net interest earned after provision for amortization of premium and accumulation of discount, etc.....	26,039,086.03	
	<hr/>	<u>\$251,671,851.77</u>

EXPENDITURE

Benefit Payments:

Ordinary..... 231,295,718.70*

Excess of Revenue over Expenditure..... 20,376,133.07

\$251,671,851.77

*Includes estimated Seasonal Benefit of \$30,099,525.67

NOTE: This statement of revenue and expenditure will not agree with the statement of revenue and expenditure included in the Public Accounts 1956-57, as it includes certain transactions during April 1956 applicable to the fiscal year 1955-56 and does not include certain transactions during April 1957 applicable to the fiscal year 1956-57.

OTTAWA
Edmond Cloutier, C.M.G., O.A., D.S.P.,
Queen's Printer and Controller of Stationery,
1957

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SEVENTEENTH
ANNUAL

REPORT

FISCAL YEAR ENDING MARCH 31, 1958

THE UNEMPLOYMENT INSURANCE COMMISSION
OTTAWA, CANADA

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CANADA

UNEMPLOYMENT INSURANCE COMMISSION

July 31, 1958

To the Hon. Michael Starr,
MINISTER OF LABOUR.

SIR,

We have the honour to submit herewith for the information of Parliament the seventeenth Annual Report of the Unemployment Insurance Commission covering the period from April 1, 1957, to March 31, 1958, except where otherwise indicated.

The report is prepared in compliance with Section 95(1) of the Unemployment Insurance Act.

Respectfully submitted,

A cursive signature that reads "J. Sinclair".

CHIEF COMMISSIONER.

A cursive signature that reads "R. J. Tallon".

COMMISSIONER.

A cursive signature that reads "C. A. L. Murchison".

COMMISSIONER.

UNEMPLOYMENT INSURANCE COMMISSION

ANNUAL REPORT OF ACTIVITIES FOR THE FISCAL YEAR ENDING

MARCH 31, 1958

INTRODUCTION

This report reflects to a considerable degree those changes in economic conditions which occurred in Canada during the fiscal year 1957-58. Amendments to the Unemployment Insurance Act, the heavy increase in the number of claimants, and the increased emphasis placed on the job-finding activities of the National Employment Service—all these were reflections of the downturn in economic activity and consequent rise in unemployment.

In the autumn of 1957, doubt arose as to whether the seasonal benefit provisions of the Act would be broad enough to provide the necessary protection for those becoming unemployed at that time. Seasonal benefit was payable between January 1 and April 15 for a minimum period of 10 weeks and a maximum period of 17 weeks. To ease the potentially difficult situation, amendments were passed in mid-November providing for seasonal benefit to be payable between December 1 and May 15, with a minimum duration of 13 weeks and a maximum duration of 24 weeks.

The number of claims for unemployment insurance processed during the fiscal year totalled some 1,679,000, an increase of 34 per cent over the previous year. While much of this increase can be attributed to the changed economic conditions, it should also be realized that the number of claimants increases as coverage is extended to occupations that were formerly not insured, for example, the fishing industry. Because of the greater number of claimants, and also because of the lengthening of the seasonal benefit period, there was a sharp rise in the total amount paid out of the unemployment insurance fund. In the 12 months ending March 31, 1958, benefit payments totalled \$385,078,000 in comparison to total payments of \$231,295,000 in the previous year. In 1957-58, regular benefit payments accounted for \$327,841,000 of the total and seasonal benefit accounted for \$57,237,000. In 1956-57, the corresponding amounts were \$201,196,000 and \$30,100,000. The balance in the fund on March 31, 1958 was \$744,200,000 as compared to \$878,441,000 on March 31, 1957.

Also indicative of the Commission's preoccupation with the problem of unemployment generally was the intensified winter employment campaign, in which virtually every local office participated. In addition, the tempo of the employer relations program was increased in an effort to uncover every possible job opening, and the groundwork for further expansion of these activities was laid.

In spite of the extremely heavy demands made of staff engaged in both the employment and insurance functions, the caliber of service to the public

was well maintained. The Commission wishes to express its appreciation of the efforts of all those who performed so well in the face of abnormally exacting circumstances.

EMPLOYMENT

For the best part of the year under review the number of Canadians employed was higher than the number employed in the previous fiscal year. However, the increase in employment did not keep pace with a sharp increase in the labour force and consequently the number of workers seeking work through the National Employment Service was also higher. In addition, recessionary tendencies which became evident early in the year grew stronger as the year progressed with the result that the level of unemployment at the close of the fiscal year was the highest reached since the end of World War II.

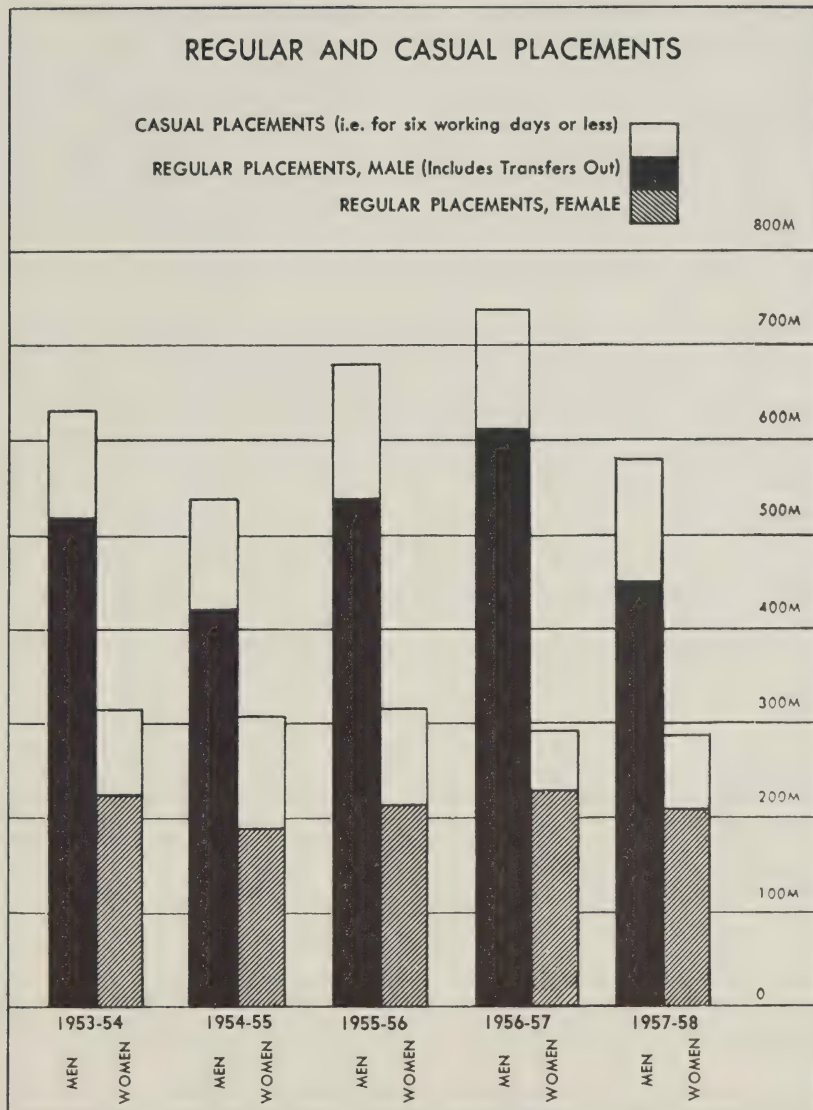
These conditions are reflected in the placement activities of the NES. The 858,411 placements during the year were 169,384 lower than the preceding year, which, it should be noted, was the record post-war year for placements. The total comprised 629,718 regular placements, 194,490 casual placements, and 34,203 transfers-out. The term "transfers-out" refers to placements made by one local office in the area of another. A comparison with previous years is presented in the accompanying chart.

Special efforts were made to deal with the employment situation described above. Employer relations visits were stepped up, supervision of employment operations was tightened, and, as dealt with in detail elsewhere in this report, the NES played a very prominent part in the government's winter employment campaign.

SERVICE TO INDUSTRIES

Primary Industries—In contrast to the previous year, all primary industries, except agriculture, had an adequate supply of labour. Even in agriculture, the normal increase in the labour force and the falling-off in labour demands in other industries eased the demand-supply relationship.

In mining, a drop in employment was felt in the coal mines. The NES participated actively in the transfer of coal miners to other operating mines; additional miners could have been placed in one particular area had adequate housing facilities been available for their families. Declining prices for base metals contributed to a curtailment in prospecting, development, and mining operations, and some of the mines closed down; the labour turnover at these operating mines was at a minimum and thus reduced replacement requirements. A new major nickel mine was opened up and several uranium mines went into production during the period. Some of the gold miners were attracted to the uranium fields but, on the whole, the gold camps operated with steady crews. There was increased activity in the development of potash deposits and most quarries were operating at capacity. Late in the year, a falling-off in demand for oil in the United States reduced employment in drilling operations. Notwithstanding the decline in employment opportunities in mining, the NES placed 12,885 workers. In comparison to the previous year, this was a decrease of only 1,418 placements.



All branches of forestry operated at a reduced tempo. At the peak of the employment period, the number of woodworkers on logging operations was down appreciably in comparison with the same period in the previous year. This situation imposed on the NES an additional responsibility in that many local offices were active in locating other suitable employment opportunities for applicants surplus to requirements of the industry. The NES participation in forestry accounted for 24,396 placements being made as against 38,959 in the previous year.

A significant influence in the fishing industry was the amendment to the Unemployment Insurance Act enabling regulations to be made for the extension of coverage to all persons engaged in fishing. On the east coast, heavy ice flows severely impaired operations at the beginning of the season and, although the catches gradually improved, activity fluctuated as weather conditions alternated between good and bad. Fishing in the interior was generally more stable. On the west coast, employment was affected to some extent during the price dispute which took place between the fishermen and the operators. As fishermen are mainly self-employed, the NES was limited in its activity. Nevertheless, 199 placements were effected, including the transfer of whalers and sealers from one coast to the other.

In agriculture, the general farm labour supply throughout the country was easier than in any year during the post-war period. The west coast did not require outside help for the fruit crop and the prairie provinces needed fewer workers from the east for the grain harvest; work in the sugar beet fields was taken care of by increased Indian labour recruited in the prairies. In Ontario, the farm employment picture was affected by an erratic weather pattern; it was further disrupted by a violent hail storm on the eve of the tobacco harvest. Undue hardship and expense to outside workers recruited for this harvest was averted by the NES through the local offices advising prospective applicants of the changing conditions in time to prevent the majority leaving their homes for work in the area affected by the storm. In Quebec, recruiting areas were extended and the movements of workers from one area to another were on a larger scale. A record number of potato and apple workers was recruited through the NES in the maritimes.

The majority of local offices were active throughout the year, recruiting and referring suitable dairy and general farm workers. In the larger metropolitan areas, the surrounding gardeners were kept adequately supplied with labour by the NES through its day-to-day referral of group workers.

Shortages of seasonal workers were avoided through organized movements directed by the NES under the Federal-Provincial Farm Labour Agreements as summarized below.

NATIONAL MOVEMENTS

Sugar beet thinning — Alberta.....	From Northern Alberta and Saskatchewan to Lethbridge, Alberta	475
Hay and grain harvesting — Ontario.....	From New Brunswick, Nova Scotia and Newfoundland	555
Hay and grain harvesting — Ontario.....	From Prairie Region	55
Grain harvesting — Prairie Provinces.....	From Ontario	116
	From Quebec	54
Potato picking — Prince Edward Island.....	From Nova Scotia and New Brunswick	716
Tobacco harvesting — Ontario.....	From Quebec	183

INTERNATIONAL MOVEMENTS

Tobacco harvesting — Ontario and Quebec Regions	From the U.S.A.	4,056
Potato planting — Maine, U.S.A.....	From New Brunswick	176

Potato picking — Maine, U.S.A.....	From Quebec	4,177
	From New Brunswick	2,520
Bean picking — Maine, U.S.A.....	Day-haul from New Brunswick ...	1,506
Potato picking and other harvesting — New York State, U.S.A.....	From Quebec	51
Apple picking — New York State, U.S.A.....	From Quebec	115
Apple picking — Quebec.....	From Vermont, U.S.A.	122
Apple picking — Maine, U.S.A.....	From Quebec	109
Fruit picking — Maine, U.S.A.....	From New Brunswick	70

During the year, the NES recorded a total of 66,186 farm placements as compared to 64,822 in the previous year.

Manufacturing — Manufacturing employment continued at a fairly good level of activity throughout the year. Some extension of plant facilities took place in a few major industries, notably aircraft, chemicals, iron and steel. On the other hand a reduction in the volume of production took place in such important industries as motor cars, automobile parts and accessories, textiles, and wood products. This was particularly noticeable during the latter part of the year.

Some additional automation of production facilities was carried out during the year but progress in this direction slowed down after the rapid pace established in the previous year. Automation in general has resulted in some adjustment of work forces, with workers not required in the operation of a newly automated production line but assigned to new duties elsewhere. In some cases this has necessitated re-training within the same plant. No noticeable over-all reduction of workers can be attributed to the continuing development along these lines.

A good supply of applicants in manufacturing occupations was available at all times during the year, exceeding the numbers available in each of the preceding two years. The NES, therefore, did not experience any serious difficulty in meeting employers' requests for qualified applicants for manufacturing employment. However, clearance procedure was used in cases where suitable applicants were not available locally. In many cases, across-Canada and United Kingdom clearance of employers' orders proved effective in finding applicants for jobs difficult to fill. Thus it was particularly useful in meeting demands for specialized or highly skilled workers. The larger supply of available applicants afforded greater selectivity to the employer and also resulted in more direct plant hirings of workers applying at the gate.

Total placements in manufacturing occupations by Commission offices across Canada numbered 172,535. All regions shared in this although the greatest activity was in the highly-developed manufacturing centres of Ontario and Quebec. In common with over-all results, placements in manufacturing occupations showed a decrease from the previous year, when, however, the economy of the country was at an all-time high.

Construction — In the fiscal year under review, the construction industry got off to a slow start, mainly owing to the lack of activity in home building. However, at the end of 1957, housing starts increased as additional funds were made available through the Central Mortgage and Housing Corpora-

tion. While there was a demand for construction workers in some trades, the serious shortages of previous years did not develop, partly because of the influx of immigrant construction workers.

Great progress was made on the St. Lawrence Seaway and Power Project, with the NES recruiting the required help with little difficulty. The clearance service was used to acquire certain skilled personnel. Through the co-operation of the Ontario Hydro Labour Relations Association and the NES, a staff training film was produced to help familiarize placement officers with the type of work performed on the Seaway and Power Project and to enable them to refer suitable applicants. This film and other staff training material were used in the Ontario and Quebec Regions. From September 16, 1954 to March 31, 1958, 21,806 workers were placed on the Seaway and Power Project by the NES.

Since the completion of construction on the DEW Line, the operating contractor who took over on that date has recruited all his Canadian workers through the NES. Clearance was used extensively during the recruiting period. The employer's representative was provided with space in NES local offices during his recruiting campaign across the country. In addition, a full-time recruiting officer was stationed in the local office in Montreal.

The latest report showed the following percentage of Canadian workers to be employed on the Canadian section of the DEW Line:—

Classification	Per cent Canadian
Supervisors	72
Radicians	83
Supply	86
Maintenance Mechanics	100
Clerks	100

All phases of construction continued in the uranium field, at Blind River and Elliot Lake, resulting in an unusual demand for skilled workers. However, owing to the influx of workers into this area, no difficulty was experienced in supplying contractors with the necessary help.

At the beginning of the year there was a firm demand for all trades and occupations at Kitimat. Clearance was used extensively to recruit help for the contractors. Towards the end of the year, contractors reduced staff considerably.

As in previous years, large numbers of construction workers were referred to employment on the various defence projects throughout the country.

Special arrangements were made through the Sept-Iles and other local offices in the Quebec Region to recruit workers for the construction phase of the iron ore development in Labrador.

The all-time high record volume of pipeline construction in the Pacific, Prairie, and Ontario Regions created an unusual demand for experienced pipeline workers. Clearance was used extensively to recruit suitable Canadians. Instructions were issued regarding the entry of American personnel

to ensure that all employment opportunities were made available to Canadian workers and to keep the Department of Citizenship and Immigration informed as to the supply of suitable Canadians. American workers were admitted during this period only when qualified Canadians were not available.

During the year, the NES consulted with the Pipeline Contractors Association of Canada and trade union officials regarding pipeline welding training courses for the purpose of training Canadian workers. This resulted in courses being provided at certain centres, enabling Canadians to obtain employment as welders during the pipeline construction season.

Transportation — While a few vacancies were received from the railway companies for skilled workers, such as electricians and machinists for maintenance work in the shops, employment of immigrant labour resulted in a large decline in the vacancies reported for extra gang labourers. At some divisional points, semi-skilled and skilled workers were recruited for maintenance-of-way work.

With increased traffic in all phases of air operation, the NES was able to supply airline companies with many workers. This applied particularly to those firms moving material and workers to defence projects in Northern Canada.

During the navigation season on inland waters, the NES had many urgent calls for a wide variety of workers with suitable help being provided with little difficulty.

Public Utilities — Many cities and towns continued to extend their services to encourage house building and industrial development, while to meet the increasing demand for electric power, Hydro Electric and Thermal plants expanded their operations. In both these fields, NES offices were called upon the supply suitable help.

Trade — In the wholesale and retail trade, the demand for experienced sales personnel continued. While more applicants were available, many employers continued to use part-time help. Employers in some centres requested the assistance of the NES in providing staff for new shopping centres and stores.

Finance, Insurance and Real Estate — Many vacancies were received from insurance companies and chartered banks for junior clerical help. Meetings were held with a representative of the Canadian Bankers' Association, resulting in the NES being supplied with 9,000 copies of the booklet *Banking as a Career*. This booklet is distributed through NES offices to young prospective applicants who are interested in employment in banks.

In the real estate field, there was again demand for commission salesmen and experienced office workers with more help being available than in previous years.

Services — Because of the easier labour market, the NES was able to supply many employers in the service industry with help which was difficult to obtain in previous years.

The Post Office Department again utilized the services of the NES on a national scale to recruit Christmas help. This short period of employment was made available to veterans and others with previous experience in this work. The Department of National Defence also continued to hire its prevailing rate employees in permanent defence establishments through local offices of the NES. Meetings were held with that department to improve the service to prospective applicants living adjacent to defence projects. A new development was the arrangement whereby NES would recruit all prevailing rate employees for the Department of Public Works.

The Department of Northern Affairs and National Resources, during its winter program in national parks, recruited most of its help through local offices of the NES. Other government departments used the facilities of local offices in finding help of a permanent or casual nature.

The United States Air Force continued to use the NES for the recruiting of civilian maintenance personnel for its stations in Newfoundland and Labrador. Recruiting teams made visits to some local offices. In addition, full-time recruiting officers were stationed at St. John's, Toronto, and Montreal.

EXECUTIVE AND PROFESSIONAL

This type of employment work is concerned with applicants possessing technical, professional or executive qualifications and with orders for such personnel. During the year, the NES effected 7,090 E & P placements. While over half of the placements were made in the special offices located in the regional centers of Montreal, Toronto, Winnipeg and Vancouver, many other offices contributed to the total, notably Quebec, Ottawa, Calgary and Edmonton.

E & P work includes the operation of a placement and counselling service at Canadian universities and colleges. This ranges from full-time service at a number of universities where NES is the official placement service of the university, responsible for both summer jobs for undergraduates and continuing jobs for members of the graduating classes, to part-time service at other universities. The type of service provided is designed to meet local conditions at the university.

The E & P section again issued its bulletin, *The Supply and Demand Situation in Regard to University Graduates*, as a guide to counsellors, students, and others interested in this subject. About 4,000 copies were distributed to schools, universities, government departments, professional societies, employers and individuals in Canada, the United Kingdom, and the United States. The section also co-operated with the Dominion Bureau of Statistics in the collection of data concerning student registration at Canadian universities and colleges, and assumed responsibility for the distribution of the resultant bulletin to some 1,200 recipients. A bulletin on starting salaries for university students was prepared from information supplied by employers participating in the annual university student employment campaign. This bulletin was made available to NES offices, other government departments, and any employers requesting it.

Despite competition from an ever-increasing number of private employment agencies operating as industrial psychologists and personnel consultants, the services offered by the E & P section continued to gain favour with the public. Employers who had not previously brought their employment problems to the NES, placed orders for key personnel. A considerable number of employers advertised over the name of the NES, with E & P placement officers doing the initial screening of applicants.

Letters and application blanks were sent to some 1,200 Canadian students studying at American universities, inviting them to use E & P employment facilities on returning to Canada. In addition, many hundreds of letters of enquiry were received from nationals of most commonwealth and many foreign countries concerning employment opportunities in Canada. These were suitably acknowledged and referred to the Department of Citizenship and Immigration for further attention.

There was close liaison with the professional societies and associations throughout the year. This was accomplished through routine visits to their headquarters and attendance at their conferences and conventions. Conferences attended by a representative of the NES were the National Conference of Canadian Universities, the annual meeting of the Canadian University Counselling and Placement Association at Ottawa in June, and the Conference of the Canadian Institute of Chemistry at Vancouver in May. Other methods used to promote E & P service and to acquaint the general public with NES functions were by press release, radio talks, and speaking engagements of head office, regional office, and local office officials.

SPECIAL PLACEMENTS

This section of the employment service is concerned with employment counselling of the special categories of applicants who require this service to ensure proper adjustment in the world of work. Most of these applicants come from the youth, handicapped, and older worker groups, but counselling may be required by others who are re-entering employment after a prolonged absence from the labour market, those who are occupationally maladjusted, or those who have personal problems which impede their obtaining or holding a job. By assisting these applicants to discover their work capacities, to relate their interests and abilities to job requirements, and to form a suitable vocational plan, job finding activities may be pointed in the direction most likely to result in employment which will be mutually satisfactory to employer and worker. Once a suitable occupational classification of the applicant has been determined, most counselled applicants are referred to employment by the regular placement staff. However, there are some who, because of physical handicap or for other reasons, require a certain degree of presentation to an employer or for whom the job must be analyzed and matched to their capabilities. These cases are retained for selective placement service by special placement officers.

Specialized services of this nature require specially trained staff. In 35 offices in the larger communities, special placement units are staffed by full-time personnel. In the remaining 167 offices, special placement service is supplied by one or more part-time officers. During the past year, additional training was given to all staff engaged in the function. A total of 20 area

schools were held in all provinces with the exception of Prince Edward Island; also participating were provincial rehabilitation authorities and agencies engaged in allied fields. Special placement officers were brought in to central locations in each province and for one week received technical instruction on subjects pertaining to the work.

A brief summary of operations in the special placements field is given below.

Placement of Handicapped Persons—During the calendar year 1957, a total of 18,036 handicapped applicants were placed in employment, a decrease of over 6,000 from the figure for the previous year. This reflects a picture of a general tightening of employment conditions with fewer vacancies available.

New Entrants to Employment—Efforts were continued to expand the program of close co-operation between local offices and educational and youth-serving agencies in the community with a view to assisting young people to develop a suitable vocational plan. NES worked closely with the vocational guidance service in the schools, and provided employment counselling and placement for those who must leave school for one reason or another. In this connection, almost 110,000 counselling interviews were conducted with entry applicants. This was an increase of 6,600 over the previous year and again is probably attributable to the relative scarcity of employment.

Referral to Vocational Training—Under the terms of the Unemployment Insurance Act, benefit may be paid to claimants attending a course of training to which they have been directed by the Commission. The courses are those supplied by the provinces under the various Dominion-Provincial Agreements and also other courses approved by the Unemployment Insurance Commission for that purpose. Because of the direct relationship which frequently exists between employment counselling and training, special placement officers are responsible for the selection and direction of applicants to vocational courses.

During the past year, 2,091 persons received benefit in this manner, an increase of 882 over the previous year. This increased interest by workers in acquiring skills which are in demand and thus improving their employment opportunities augurs well for the future, and Commission efforts have been directed to easing regulations to encourage training in occupations where demand for workers is present or anticipated.

Publicity—Local offices were encouraged to publicize the need for hiring the handicapped by every available means, and once again several larger centers organized *Employ the Handicapped Week* campaigns in which local office staff participated to a major degree.

The new film *Call it Rehabilitation* was promoted and shown by local offices across the country as part of a program to stimulate community interest in rehabilitation of the handicapped. A total of 566 screenings to audiences comprising well over 25,000 people were given.

The Commission would like to express publicly to the Poster Advertising Association of Canada and to its member companies its appreciation for providing panel space as a public service for the second poster carrying the *Hire the Handicapped* message. The new poster continues the campaign started last year in an attempt to make the public more conscious of the work potential of the physically handicapped.

VETERANS' PLACEMENT

The UIC continued to provide veterans with not only employment service but advice and counselling on DVA matters. In all NES offices except in those cities where the Department of Veterans Affairs maintains a district office, NES veterans' officers are called upon to advise veterans on such matters as Re-establishment Credits, Veterans' Land Act, War Veterans Allowance, and Pension Benefits.

Considerable new legislation, providing benefits for which veterans might be entitled, was enacted during the past year. This necessitated continual study by NES veterans' officers in keeping up-to-date in their endeavour to serve their veteran applicants. Refresher courses conducted by DVA officials and attended by NES veterans' officers were held at Toronto, Hamilton, North Bay, Ottawa, and Kingston in the Ontario Region, and in Montreal and Quebec City in the Quebec Region. In addition, newly appointed veterans' officers received intensive training at DVA district offices as soon as possible after appointment.

The economic situation coupled with the increasing age of veterans, particularly those with 1914 service, resulted in a heavier demand for assistance by veteran applicants. Special interviews of selected veterans by a combined board of DVA and NES representatives and in some cases of a representative from the Canadian Legion brought good results in helping to solve their employment or other problems.

While placements of veterans were down in number from the previous year, the percentage of veterans' placements to total placements was maintained. This indicates that employers are still mindful of the employment problem of the veteran and hiring him whenever possible. It also indicates that the NES veterans' preference in referral is being equitably administered and honoured.

Plans were initiated to bring NES service to the notice of all Army, Navy and Air Force dischargees through the use of a pre-release interview report form. The co-operation of the armed forces was assured and it is believed that many ex-service personnel will be assisted in re-establishing themselves in civilian life. A high percentage of these dischargees have had no previous civilian employment, having spent their entire working life in uniform. These men, particularly, should benefit through this introduction to the NES.

During the course of the year, continual liaison was maintained with DVA offices at all levels and this helped to keep NES service to veterans at a high point of efficiency.

ANALYSIS AND DEVELOPMENT

The analysis and development division dealt with a heavy work volume during the year. Changing economic conditions and larger numbers of persons registering for employment at local offices of the Commission brought about a considerable increase in the demand for labour market information both from government and other sources. In addition, a program of emphasis on the Commission's employment service operations led to the development of methods for a closer than usual scrutiny of the effectiveness of local office effort and the preparation of comprehensive reports at regular intervals on this phase of Commission operations.

A considerable amount of revision and refinement of employment service practices and procedures was made during the year and new techniques were developed in several instances to meet changing conditions.

Work continued, in co-operation with United States authorities, on the classification of purely Canadian occupations and their inclusion in a Canadian supplement to the United States Dictionary of Occupational Titles, a work that is used extensively by local offices in the occupational classification of persons registering for employment. As data on labour force and paid workers for local office areas became available from the division's work with 1956 population data, work was commenced on a further revision of the local office area descriptions. Two surveys were completed during the year in connection with the Commission's semi-annual survey of employers' hirings and separations.

Labour Market Information—Early in the year, a comprehensive analysis was made of statistical data concerning women in the labour force. Data prepared about two years earlier were brought up to date and enlarged upon in a report intended primarily for the information of officers engaged in the referral and placement of women workers. Copies of this report, in the form of a bulletin, were made available also to members of local and regional employment committees and to women's organizations interested in matters concerning the employment of women. Towards the end of the year, work was commenced on a pamphlet dealing with the results of a special survey conducted earlier on the age-educational status of persons registered for employment at local offices. Data from this survey were compared with similar data for the labour force as a whole and certain conclusions concerning the relationship between the educational status of workers and unemployment, which had been the subject of a special report to the National Employment Committee, were dealt with in the pamphlet.

As detailed population data from the 1956 census became available, population figures for each local office area were calculated and, from these, estimates of numbers comprising the labour force and paid workers in each area were made. These data are used for a variety of purposes in Commission operations.

With greater emphasis placed on employment service activities in the face of mounting unemployment, special measures were taken in the early fall for a continuing detailed review of the effectiveness of local office operations. Regular statistical and special reports covering local office

employment operations were closely studied and formed the basis of comprehensive reports to the Commission on the over-all achievement and progress of the program. These data, together with studies of the individual local office reports, provided information at regional offices for the control and direction of the program within the respective regions.

During the year, a meeting was held with senior officers of the United States Employment Service to exchange labour market information and to discuss the possibility of co-ordination of agency participation in matters concerning the movement of labour between the United States and Canada.

Apart from projects of this nature, many studies and analyses were made and reports prepared both for the Commission and for other departments and agencies of government to provide up-to-date information on labour market developments across Canada.

A heavy volume of requests for labour market information additional to that provided in the Commission's regular weekly and monthly statements was met. These special requests, which were received from a variety of government and non-government sources, dealt, in the main, with questions pertaining to labour supply and demand in particular industries, occupations and areas, and other factors related to current conditions affecting the labour market.

Employment Practices and Procedures—Considerable revision to employment practices and procedures was effected during the year and, in addition, many new procedures were introduced. Some of these were refinements and improvements developed in the light of operating experience, while others were to meet specific needs and to cope with changing conditions. In this connection, considerable study and research was undertaken and, in addition, some 50 inspection reports and 200 reports of visits by regional officers to field offices were reviewed for the purpose of evaluating the effectiveness of current practices and procedures. The subject matter covered by the revisions and new procedures embraced a wide range of employment operations, including such subjects as instructions for dealing with enquiries from persons outside Canada in connection with employment; special procedures for registering particular groups of applicants; statistical recording of various phases of employment operations; filling orders for workers received by local offices from the Department of Public Works and the Department of National Defence; and referral of workers to vacancies affected by industrial disputes. In addition, a review was made of all current circular instructional material, and 53 circulars were cancelled because they had either been incorporated into the Employment Manual or were no longer pertinent to operations.

Study and research in several areas of employment service operations was continued with a view to the refinement and improvement of work methods and practices. In connection with current procedures, assistance was given to those engaged in the development of staff training material.

A total of 83 circulars of instruction to local offices and manual revisions and amendments prepared by other divisions were reviewed for integration with general employment procedures. Considerable guidance was given to field offices as a result of enquiries on a variety of procedural matters.

One hundred and thirteen employment forms were reviewed prior to reprint. Revisions and re-designing were effected where necessary. Sixty suggestions submitted under the Suggestion Award Plan were investigated; 20 adopted suggestions were appraised for award purposes and 48 suggestions investigated by officers of other divisions and field officers were reviewed. Where appropriate, arrangements were made to implement adopted suggestions.

Occupational Research—Further enquiries were received from local offices concerning the classification of occupations not included in the United States Dictionary of Occupational Titles, a system of classification adopted by the Commission several years ago. The descriptions of all occupations thus classified are printed and distributed to all the Commission's offices and constitute what is termed the *Canadian Supplement to the Dictionary of Occupational Titles*. By the year end, this supplement covered some 120 occupations. The supplement contained these occupations listed in sequence of code numbers as well as by alphabetical arrangement of titles.

Semi-Annual Summary of Employment Activities—Studies into the proportion of employers' hirings effected through local offices, as reported by offices in their Semi-Annual Summary of Employment Activity, were continued. The relationship between local office placements and employers' hirings, known departmentally as "penetration", provides a useful indicator in the assessment of local office operations in terms of employment effectiveness. Studies of the data, both on industrial and geographical bases, have enabled better planning of employer relations visits and improved employment selection and placement operations in local offices. During the year, refinements in the method of preparing the semi-annual summary reports of local office employment activities were made and these instructions were incorporated in the Employment Manual of the Commission.

Local Office Area Descriptions—As population and paid worker data by local office areas became available, work was started on the second revision of local office area descriptions. Detailed instructions were prepared to assist local offices in redrafting the descriptions of their area along lines which will make for greater uniformity of content. Although designed primarily for the Commission's use, these descriptions have proved valuable to other government agencies and departments as they constitute a most comprehensive source of information on the economic geography of Canada.

Semi-Annual Report of Hirings and Separations—Two semi-annual surveys dealing with the monthly hirings, separations, and numbers of workers on payroll of the 58,000 largest employers in Canada were conducted.

After processing at head office, copies of the survey reports were supplied to the respective local offices. These semi-annual reports provide the local offices with valuable information on employment in their areas. They offer a means of determining the volume of hirings taking place within a firm, or an industry, either locally or within the area as a whole. This, in turn, enables the local office to assess its placement performance in relation to total hirings for a firm, an industry, or an area. Such information is

most useful to the local office in making comparisons of its effectiveness from period to period. In addition, as employment in certain firms and in certain industries fluctuates according to a seasonal pattern, the information obtained from the semi-annual reports is of assistance to the local offices in anticipating employers' requirements or, conversely, in planning for peak loads of persons seeking work. This makes possible the assessment of local office operations in terms of employment effectiveness.

Copies of the reports were also supplied to the Dominion Bureau of Statistics for tabulation. A number of tables produced from the reports show for Canada, for regions, and for local office areas, the numbers on payroll, hirings, separations, and turnover rates, by sex and by industry. Copies of these tables were distributed to regional offices, to the larger local offices, and to the Economics and Research Branch of the Department of Labour. These, together with the individual survey returns, provide all operating levels of the Commission with valuable data for administrative purposes. They also provide basic information for various special studies and projects, and, because these tables include data on labour turnover which is not elsewhere available, they are a valuable source of information on this subject to other government departments.

As a result of an enquiry from the Dominion Bureau of Statistics, an investigation was conducted into the difference in coverage and industrial designations between the Employment Survey conducted by DBS and the Semi-Annual Report of Hirings and Separations conducted by the UIC. An analysis of the results was supplied to DBS.

Assistance was given to numerous private and governmental agencies on a wide range of subjects. These included assistance to officers of the Tariff Board who were investigating the textile and rubber industries; information to the Department of Education, Province of Saskatchewan, in connection with a survey they planned to conduct on the demand for various categories of trades and technical occupations; and data for a management consultant firm in regard to the numbers of employers in Ontario and Canada categorized by size of labour force.

A schedule of separation rates, broken down by industry and regional areas, is supplied each six months to all large firms submitting reports. These make possible the comparison by individual employers of their own separation rates against those of their industry as a whole. Hiring rates are also compiled, and are given to employers on request.

THE EMPLOYMENT OF WOMEN

In the 50-year period 1901-1951, the number of women in the Canadian labour force, according to the census, increased from 238,000 to 1,164,000. That growth in numbers increased the proportion of women in the labour force from 13.3 per cent in 1901 to 22 per cent in 1951. In the last seven years, the female labour force has continued to increase both numerically and as a percentage of the total. During the fiscal year 1957-58, the monthly average number of women in the labour force was approximately 1,436,000, representing 24.1 per cent of the total labour force. This was a considerable increase over the previous fiscal year, 1956-57, when the

comparable figure was 1,352,000, representing 23.5 per cent of the total labour force.

The keen interest of women in remunerative employment is reflected in the employment statistics of the National Employment Offices. Of the 858,411 persons placed in the fiscal year 1957-58, 286,181 were women, which was 33.3 per cent of the total. These data indicate that in 1957-58 the proportion of women in the total placements figure was 4.5 per cent greater than a year earlier.

The majority of women registering for employment in the National Employment Offices are interested in jobs of a continuing nature. In the year under review, 74 per cent of all women's placements were of that type.

The seasonality of the Canadian economy greatly influences the demand for workers, and the placement officers of the women's employment divisions were busy in the fiscal year 1957-58 finding workers for a wide variety of jobs of a seasonal nature. These included transplanting vegetable and tobacco plants; hoeing and harvesting those crops; picking fruit; canning fruit and vegetables; supplying the help requirements of the tourist industry; staffing industries subject to seasonal production peaks such as those manufacturing greeting cards, toys, novelties and candy; and handling the increase in retail trade during Easter and Christmas periods.

Although women are generally less mobile, employment-wise, than men, in the last fiscal year 3,818 women transferred from one local office area to another in order to obtain suitable jobs. All such transfers were arranged through the clearance facilities of the NES.

The demand from housewives for domestic workers was very heavy. The supply of women available on an hourly basis, for four to eight hours a day, was good but it was almost impossible to find Canadian workers who would accept employment in homes requiring them to live in. Some of this need was met by immigrants who were admitted to Canada for employment in domestic service. The staff of the women's employment divisions assisted 1,205 of these girls and women to find suitable jobs. Of the total, 749 were from countries in Europe other than Greece, 261 were from Greece, and 195 were from the British West Indies. Of those from Greece, 168 had received elementary training in domestic work in their homeland under a program sponsored by the Intergovernmental Committee for European Migration. Few had a working knowledge of the English or French languages with the result that placement was restricted to households in which the housewives were willing to work closely with them until they understood their duties and responsibilities.

Because of the shortage of nurses, Canadian hospitals continued their requests for United Kingdom nurses. These orders were handled under the regular clearance procedure. In London, England, a nurse is in charge of the recruitment of personnel for hospitals and in the 12-month period ending March 31, 1958, 440 nurses entered Canada from the United Kingdom going directly to pre-arranged employment.

The women's employment divisions were active in organizations seeking to further the interests of employed women. Staff officers were in demand

as speakers or panel participants when questions relating to the employment of women were under consideration. Similarly, in each of the five regional offices and at head office the co-ordinators of women's employment were in close touch with provincial and national women's groups, attending their meetings and, on request, serving as consultants in regard to the employment needs of women.

GENERAL

Great Lakes Seamen's Security Regulations—Following the lapse of these regulations in June, 1957, the Commission was relieved of its responsibility for the acceptance of applicants and the issue of cards. However, a gradually diminishing volume of correspondence and personal enquiries from seamen persisted for some months after the regulations ceased to be effective. The benefit of the lessened work load which resulted from this change was felt mostly by the offices situated along the St. Lawrence River and the Great Lakes and at head office where the central records were maintained and from which control had been exercised.

Service to Immigrants—The NES continued to assist immigrants in finding employment on equal terms with non-immigrants. Separate statistics for immigrants so assisted are not maintained but it is known that large numbers made use of the Commission's local offices in their endeavours to establish themselves in this country. As in previous years, NES officers met specified groups and classes of immigrants at the port of entry and arranged for their transportation to the Department of Labour Hostel at St. Paul l'Ermite, P.Q. At the hostel, the immigrants were interviewed as a preliminary to their despatch to final destinations in Canada where suitable employment was immediately available.

The immigrants referred to above consisted almost entirely of female domestic workers from the British West Indies, Greece, and Germany, and a few single farm workers or farm families, mostly from Germany. Their initial placement was facilitated by the fact that they were entering domestic or farm employment, in which there was a continuing demand for workers. However, in one center, where difficulty was encountered because of the domestics' lack of knowledge of electrical appliances, a partial solution was found with co-operation between the NES and a large department store. The latter provided space, equipment and teachers for elementary training classes, while interpreters were found by the NES.

Two other groups similarly met and placed in employment were 300 skilled and semi-skilled workers from Malta and approximately 260 men and women from Spain. The latter were selected for employment in agriculture and were brought to Canada as a result of negotiations between the Spanish Government and the Canadian Government. These immigrants were placed almost entirely in Quebec and Ontario.

Close liaison was maintained with the Department of Citizenship and Immigration at all levels. The NES co-operated with that department in dealing with enquiries from potential immigrants and, in the case of immigrants placed in initial employment by the NES, it co-operated in the necessary documentation connected with the repayment of assisted passage loans.

Transportation of Canadian Workers—Sixty workers were moved at public expense from Windsor, Ont., St. Stephen, N.B., New Glasgow, N.S., and Springhill, N.S. The corresponding total in the previous fiscal year was 41. Thirteen dependents were involved as compared to 33 in 1956-57; in some cases, assistance was also provided in moving household effects. The total cost was \$2,147 as compared to \$9,000 for the previous year. The reason for the lower cost in the reporting year is the fact that most of the moves were shorter than those of the previous year. In addition to the foregoing, but not including the movement of agricultural workers referred to elsewhere, transportation was advanced on behalf of employers to 1,700 workers at a cost of \$90,151. These figures are both slightly higher than last year. All of the money advanced is recoverable from the employer.

Winter Employment Campaign—The success of the government's annual Winter Employment Campaign which is designed to offset the effects of seasonal unemployment depends largely upon the extent to which public opinion can be rallied behind the idea of creating work in the winter months. Also involved is the amount of co-operation that can be obtained from employers, including governments at all levels, in adopting practices which will result in the hiring or retention of unemployed workers. The methods used to arouse public interest and obtain the co-operation of employers consist of an extensive distribution of information and publicity on the subject and the organization of local campaigns. The staff and offices of the UIC have played a prominent and vital part in implementing both these methods.

Much of the government publicity material and national advertising used in the 1957-58 campaign was based upon reports and suggestions submitted by local offices at the conclusion of the previous campaign. Members of the head office staff collaborated with officials of the Department of Labour in planning the nature and extent of the national campaign and in the design of the publicity material to be used. While the provision of posters, pamphlets, newspaper advertisements, and radio and television publicity was the responsibility of the Department of Labour, the distribution of publicity material and the responsibility for its display was undertaken by the Commission.

Local offices across the country, assisted in many cases by local employment committees or ad hoc winter employment committees especially organized for the purpose, provided the field work. Building on the framework of national publicity, practically every one of the approximately 200 local offices operated by the Commission succeeded in obtaining local support in astonishing volume. Well planned and directed campaigns were conducted from St. John's, Newfoundland to Victoria, British Columbia.

The volume of national publicity was multiplied several times over by sponsored press, radio and television advertising obtained locally. To supplement this, local offices and their supporting committees arranged for speakers at clubs and special meetings, panel discussions, public showings of the film *It's a Crime* which deals with winter unemployment, and announcements in local churches. They were also very successful in obtaining the co-operation of civic governments, local labour organizations, service clubs, and industry and business in spreading information and advice about winter

employment and in giving practical support to campaign objectives. The following figures convey some idea of the extent of these activities: showings of film *It's a Crime*, 291; talks and panel discussions, 302; supporting publicity in service club or other journals, church announcements, and calendars, 998; and editorial comments, news items and illustrations in daily or weekly newspapers, 513.

Meanwhile, committees at head office and in each regional office, consisting of members of the staff of the employment and public relations branches, were engaged in supplying local offices with Winter Employment Campaign information and material, in dealing with problems of co-ordination or administration as they arose, and in considering ways and means of making the campaigns more effective. These committees also endeavoured to produce and consider ideas for incentives that might be adopted as a means of promoting extra work in winter.

Reports received during the campaign and an interim review made towards the end of the fiscal year indicate that the time and effort devoted to the campaign paid dividends. There was evident a much better awareness on the part of the public of the adverse effects on the economy of winter unemployment and also a very appreciable response in the way of practical steps to minimize these effects. Although it is impossible to say exactly what the results were in terms of jobs, there is definite evidence that a large number of workers obtained work, or were retained in employment, as a result of the campaign.

The Commission wishes to commend the outstanding work done by the managers and staff of its local offices in connection with these campaigns, particularly as most of them were already faced with a heavy work load in dealing with the usual seasonal increase in applications for employment. The Commission also wishes to express its deep appreciation to all members of the supporting committees and other public-minded citizens who contributed so much to the success of the local campaigns.

EMPLOYMENT COMMITTEES

In dealing with employment questions, the Unemployment Insurance Commission continued to have the benefit of the advice and assistance of the National Employment Committee, five regional employment committees, and 66 local employment committees. The basis of the membership of all these committees is similar—that is, equal representation of labour and employer organizations, supplemented by members of groups officially representing women, agriculture, veterans, construction, retail trade, and welfare, and presided over by an independent chairman.

The national and regional employment committees usually hold meetings three times a year, but local employment committees meet more frequently (every month, except during the summer). The Commission recognizes the efforts of the chairmen and members of all these committees as being extremely valuable.

During the fiscal year, regional employment committees were regularly convened, but the National Employment Committee held two meetings

only; one in Charlottetown, P.E.I., in June, and the other in Ottawa in November. However, there were a number of sub-committee meetings dealing with such matters as seasonal unemployment, fee-charging employment agencies, general unemployment, education and employment, and area unemployment. Reference to some of these will be made later.

At the Charlottetown meeting of the National Employment Committee, held jointly with the Atlantic Regional Employment Committee, a review of the labour surplus area in the atlantic provinces (a review which had been instigated by the National Employment Committee as part of an area unemployment survey) was abandoned. This decision was made because the provincial governments concerned will take joint action, through the Atlantic Provinces Economic Council and other sources, to deal with the economic problems of those provinces.

It was at Charlottetown that a special NEC sub-committee was appointed to deal with general unemployment. Arising out of the deliberations of this sub-committee, a number of recommendations designed to alleviate unemployment in Canada were later put forward to the Commission and subsequently to the Minister of Labour. Some of the recommendations included controlled immigration, more funds for housing, lower interest rates to stimulate home construction, and action to provide a program of the more essential public works(of such a nature as to provide continuing employment).

For some time, the National Employment Committee expressed concern over the practices of certain private fee-charging agencies operating in Canada. In some instances these exploited the job-seeker. During the year, a new sub-committee was established and asked to examine the operations of these agencies and to suggest methods by which they could be more adequately controlled. Various proposals are under study and, when agreement is finally reached, the National Employment Committee will put forward recommendations to the Commission.

The NEC was also concerned over the number of applicants with limited schooling among NES registrations for employment. After reviewing material supplied by local offices across Canada, the NEC was able to confirm that lack of education often has an unfortunate effect on an individual's future from an employment standpoint. In all provinces, local office records revealed that early school-leavers are found more often in the unemployed category and also that employment opportunities for these school drop-outs are fewer.

A sub-committee on education and employment was established to study this situation and a special report was issued, emphasizing the value of students staying in school, as long as they are capable of benefiting from the school program. The intention is to distribute a pamphlet through local offices to parents and local educational authorities.

Due to its interest in the effect of education on employment, the NEC was officially represented at the Canadian Conference on Education held in Ottawa in February, 1958.

The 66 local employment committees, located in all major Canadian

centers, met frequently and provided local office managers with advice and assistance in connection with local employment matters. Resolutions from these local employment committees were reviewed by regional employment committees and any employment resolutions of national importance were subsequently referred to the NEC. The NEC has given consideration to a number of such resolutions from regional employment committees and in many instances has been in a position to make recommendations to the Commission from which constructive action resulted.

It is of interest to report that four new local employment committees were established during the year at New Glasgow, N.S., Oakville, Ont., Simcoe, Ont., and Nelson, B.C.

UNEMPLOYMENT INSURANCE

GENERAL

During the summer and autumn, the rise in unemployment over the level of the previous year resulted in a heavier volume of claims for benefit than had been received in the several years immediately preceding. It appeared that many persons who were becoming unemployed in the early fall would be unable to qualify for regular benefit and would suffer hardship even if able to qualify for seasonal benefit, as payment of seasonal benefit was limited to periods of unemployment occurring between the beginning of January and mid-April. In November, therefore, Parliament amended the seasonal benefit provisions of the Act. The period within which seasonal payment could be paid was increased by a month at each end so as to extend from the beginning of December to mid-May. The qualifying conditions were also amended to provide a minimum duration of 13 weeks (instead of 10) and a maximum of 24 weeks (instead of 17). The new maximum was co-extensive with the lengthened season.

The only other legislative change during the year was the revocation of a special regulation which had been in effect since 1950 governing the payment of benefit to married women. Under this regulation, a married woman had to satisfy certain additional conditions, as proof of attachment to the labour market, if she claimed benefit within two years of the date of her marriage. In view of the increasing extent to which married women as well as single women are now regularly engaged in employment, it was decided in November, 1957, that this regulation need be no longer retained.

Employment in fishing became insurable as from April 1, 1957. The special rules under which this was done were authorized by a provision added to the Act in 1956. The rules provide for covering fishermen whether employed under a contract of service or not. The great majority of fishermen who are sharesmen or lone workers have, therefore, been brought under the Act, as well as the small percentage (under 10 per cent) who are wage earners.

However, contributions paid in respect of employment in fishing could not be taken into account for any claims commencing prior to the beginning of December, 1957. Under the regulations, fishermen, generally speaking, are not deemed to be unemployed at any time during the active fishing season and can qualify for benefit during the seasonal benefit period only.

Further comment regarding the coverage, contributions, audit, and benefit aspects of unemployment insurance will be found in the account of each division's activities as reported below.

COVERAGE

The extension of coverage to fishermen was the major change during the year. Some 15,000 fishermen who had never been insured began to make contributions, and 20,000 others who had previously worked in other forms of insurable employment began to contribute in respect of their employment as fishermen also.

As most fishermen have no earnings or wages in the ordinary sense, their contributions are based on the value of their catch when delivered to the buyer, after deduction of reasonable expenses incurred in making the catch, such as the cost of bait, ice and fuel. These contributions are taken into account like any others for determining entitlement to benefit, but the scheme provides that fishermen, generally speaking, may qualify only in the off-season, when most of them are partially or wholly unemployed.

For fishermen who have no actual employer, or whose employer is a working member of the fishing crew, the person who first buys the catch is, in general, the "employer" under the regulations and is thus responsible for making contributions on their behalf and for keeping the necessary records. However, a buyer insures only those fishermen who deliver their catch to him or his agent in Canada on a face-to-face basis. If the buyer is outside of Canada, or is at a distance which compels the fisherman to ship the catch to him instead of making personal delivery, the responsibility for acting as employer then usually devolves on the skipper or head fisherman.

These general rules have had to be refined in considerable detail in order to apply the scheme to the many kinds of fishing operations that are carried on in Canada, including deep-sea and inshore fishing on the east and west coasts and also fishing on the great inland waters of Ontario and the prairie provinces. Hence, many of the problems that arose during the first season were over such questions as who was the liable "employer", whether a buyer was an independent merchant or an agent or employee of some other person, and what was the proper allocation of contributions among those participating in a catch.

As the scheme excludes from coverage persons who do not take part in the fishing operation itself, and also persons engaging in certain minor operations connected with fishing which it is impractical to cover, a further series of coverage rulings had to be given to determine when fishermen were insurable or in excepted employment.

In co-operation with the audit division, the coverage division also made a survey of fishing vessels with year-round operations, to determine whether their crews, when unemployed, could be paid benefit under the ordinary rules instead of under the special rules applicable to seasonal and self-employed fishermen. A list of fishing vessels designated as meeting the required conditions was established as a result.

Under a scheme necessitating such complex rules regarding coverage

and contributions, certain difficulties and anomalies were bound to arise. These are being studied with a view to their being reduced if not entirely eliminated.

It is well known that other countries which have unemployment insurance plans have experienced difficulty in insuring fishermen. Some of the countries with large fishing forces either do not insure employment in fishing or restrict coverage to a very limited group. Even in certain smaller countries where fishing is insurable, fishermen who are not wage earners are still excluded. The Canadian plan is not only more comprehensive than any other known but has also broken entirely new ground in the approach used for bringing lone workers and other self-employed fishermen under unemployment insurance.

Other activities of the coverage division during the year included a survey of employment in plant nurseries and greenhouses, to determine if it would be possible to extend coverage to this group of workers. Studies were made regarding possible revision of the present contribution scales and the present wage limit on insurability. Reports were made and replies to questionnaires compiled in response to requests from a number of government and other agencies, Canadian and foreign, including the International Labour Organization, regarding such matters as the financing of unemployment insurance and the development of special schemes related to unemployment insurance for particular categories of workers.

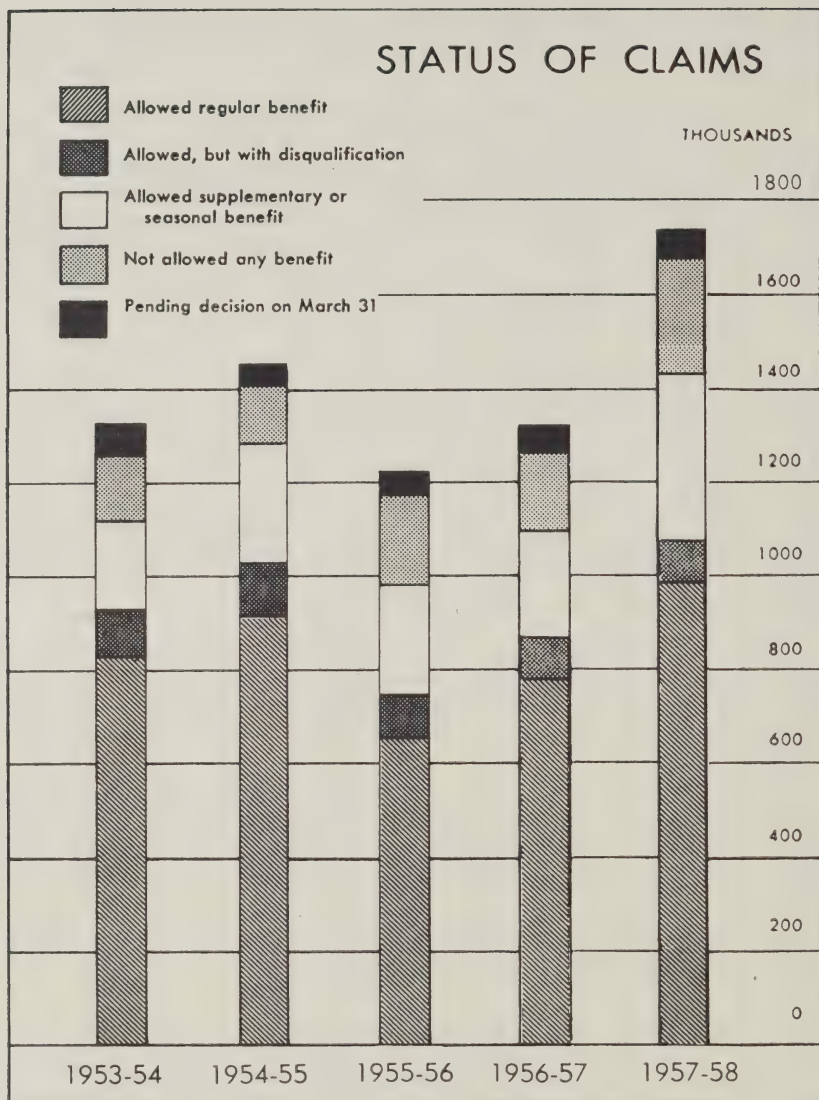
Head office reviewed approximately 10,400 letters written by the field offices throughout Canada to employers and other interested persons on matters of coverage. In addition, some 2,600 rulings were given on questions of insurability submitted by the field offices or received directly from the public.

An employer or employee who is dissatisfied with a ruling given by the coverage division has the right to ask for a formal decision of the Commission and has a further right of appeal to the Umpire, whose decision is final. During the year, nine such decisions were given by the Commission and one by the Umpire.

The accompanying chart shows the total civilian labour force and the percentage of insured workers included therein.

CONTRIBUTIONS

In applying the regulations regarding insurance of fishermen, one of the tasks of the contributions division was to devise methods for making contributions and for determining the value of the fishermen's earnings. The value of the contributions is based on the value of each catch, less certain expenses directly connected with the catch, and the number of weekly contributions is based on the time taken to obtain the catch if fresh, or taken to obtain and cure the catch if it comprises cured fish only. Many minor difficulties were found in making these valuations under the many different methods fishermen follow in settling for their fish and dividing the proceeds among the crews. While a series of new regulations dealing with these valuations had been issued at the inauguration of the scheme for fishermen,



nevertheless many new and unexpected situations arose, presenting problems that had to be solved by the contributions division.

Another major task during the year was developing the techniques for calculating benefit for fishermen, as the contributions division computes the claims for benefit, and from the contribution records determines the claimant's rate and duration of benefit. Contributions paid on behalf of fishermen do not carry the same benefit value as do regular contributions paid on behalf of insured employees in other industries. A more complex

calculation is therefore required when a person's records contain both regular and fishing contributions.

The work of the contributions division was also affected by the increased number of claims for benefit that were filed during the winter of 1957-58. In the year under review, 2,169,179 claims computations were made as compared to 1,251,398 computations made during the previous year. This work was done at the five regional offices. The following figures show the number of computations in each region.

Region	1956-57	1957-58
Atlantic	174,178	309,372
Quebec	400,999	691,000
Ontario	365,675	659,258
Prairie	171,604	270,071
Pacific	138,942	239,478
CANADA	1,251,398	2,169,179

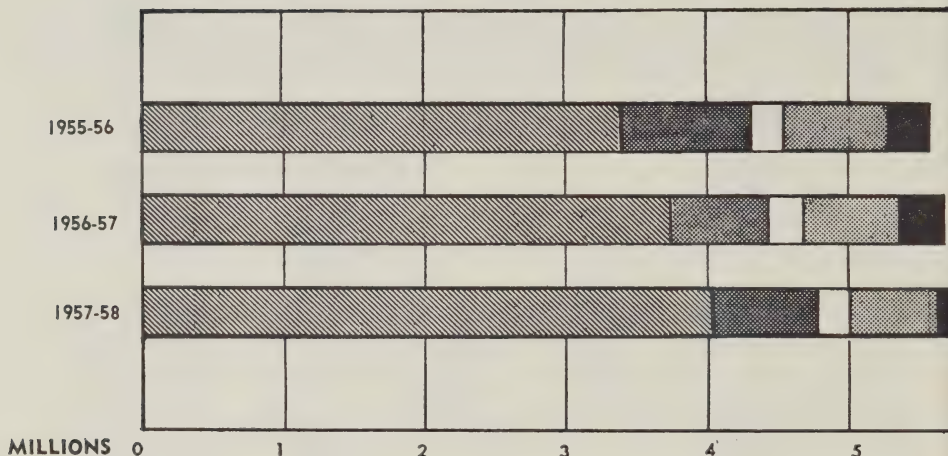
The registration of insured persons remained relatively stable although the number of insurance books and cards issued increased from 5,019,931 to 5,060,167. This increase of 40,236 is less than the increase in the previous year of 457,961. The increase in 1956-57 reflected the result of providing books for the first time to many employees who had two or more concurrent insured employments, and this increase was not repeated in 1957-58. The decrease in Newfoundland registrations was offset by a similar increase in registrations in the areas of Sydney and New Glasgow, N.S. These registrations included many Newfoundland fishermen who obtained their books at the scene of their sales of fish.






In last year's annual report reference was made to a re-registration of all insured persons during the summer of 1956, which was expected to provide the Commission with a more complete and effective index. The results realized in the year under review have proved the value of the re-registration. The number of enquiries for insurance numbers or other identification referred by local offices to the head office master index dropped from 506,331 in 1956-57 to 420,113 in the same period during 1957-58.

The contributions division is required to review all applications for bulk payment permits and to make recommendations to the Commission for issuing permits to employers whose records are adequate for the privilege of paying their contributions monthly by cheque in lieu of affixing unemployment insurance stamps in books. The number of permits issued during the year 1957-58 was 1,002 as compared to 568 permits issued during 1956-57, and at March 31, 1958, a total of 6,208 permits had been issued to 6,935 companies and their subsidiaries. The main reason for the increase was the growing popularity of "one-write" payroll systems where the pay cheque, individual earnings record, payroll journal, and unemployment insurance records are completed in one operation. In addition, a substantial number of larger organizations installed machine-accounting systems, and some of the largest converted their accounting operations to punch-card equipment and to electronic data-processing machines.

CANADIAN CIVILIAN LABOUR FORCE

Annual average fiscal years ending
31 March 1956, 1957 and 1958



	1955-56	%	1956-57	%	1957-58	%
 Insured wage-earners	3,399	60.9	3,832	66.7	4,024	67.5
 Non-insured wage-earners	964	17.3	738	12.8	764	12.8
Total wage-earners	4,363	78.2	4,570	79.5	4,788	80.3
 Unpaid family workers	222	4.0	207	3.6	204	3.4
 Own-account workers	697	12.5	666	11.6	654	11.0
 Employers	299	5.3	305	5.3	316	5.3
Total Civilian Labour Force	5,581	100.0	5,748	100.0	5,962	100.0

Source: Dominion Bureau of Statistics.

Armed service contributions, which are made by the Department of Veterans Affairs in respect of short service veterans (those who enlisted prior to July 1, 1955 and served three years or less), declined from \$600,309.12 to \$464,689.28. This provision will have virtually no effect after July 1, 1958.

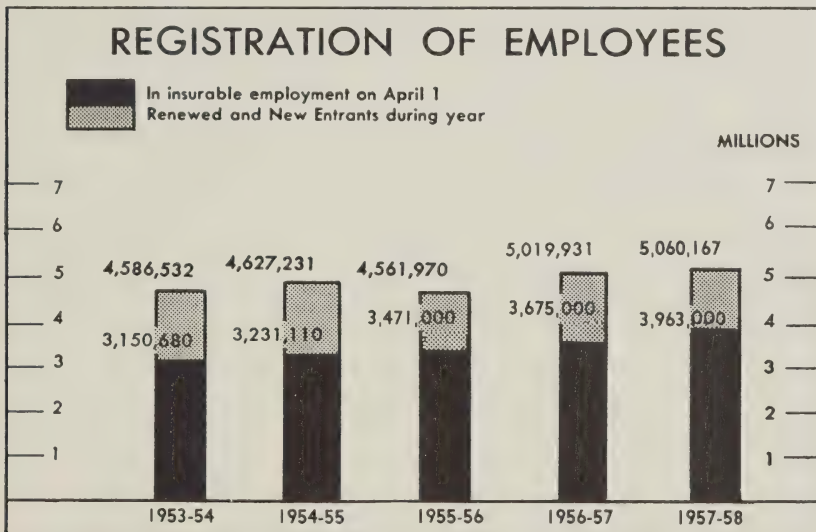
CLAIMS

The past year saw the largest number of initial claims filed in any year since the Act came into operation. In part, this was due to the increasing

number of persons coming under the aegis of the Act as ways are found to extend coverage to additional occupations. For example, benefit was paid to commercial fishermen for the first time this year. Servicing of the claims was prompt and where delay did occur this was generally due to the failure of the claimant to deposit his insurance book at the time he made his application for benefit.

The accompanying chart gives a comparison of the disposition of claims in the past five fiscal years.

There were 50,207 claims pending at the beginning of the year, 1,682,948 were received during the year, and 53,816 were pending at the close of the year. Thus, 1,679,339 claims were processed, an increase of 427,941 or 34 per cent over the previous year. Of the claims dealt with, 1,153,551 established a regular benefit period, 348,800 established a seasonal benefit period, and 176,988, or 10.5 per cent of the total claims disposed of, had insufficient contributions to meet the qualifying requirements for either benefit.



	March 31, 1957	March 31, 1958
Newfoundland	105,409	86,587
Prince Edward Island	15,980	16,184
Nova Scotia	155,499	170,440
New Brunswick	161,645	162,150
Quebec	1,444,688	1,444,546
Ontario	1,921,349	1,961,444
Manitoba	251,516	257,254
Saskatchewan	128,164	137,981
Alberta	337,315	339,168
British Columbia	498,366	484,413
CANADA	5,019,931	5,060,167

Of the 1,502,351 benefit periods established (including regular and seasonal), 1,326,187 (88.3 per cent) were established without disqualification, 104,402 (6.9 per cent) were established with disqualifications of varying durations, and 71,762 (4.8 per cent) did not qualify in the first instance but established a benefit period later. Of the 348,800 claimants who qualified for seasonal benefit only and the 176,988 who did not qualify for any benefit, 244,051 failed to qualify for regular benefit because they had less than 30 weekly contributions in the 104 weeks preceding the week of the claim; 131,744 who had previously claimed in the preceding 104 weeks did not have 24 weekly contributions since that previous claim began or in the 52 weeks prior to the new claim; and 149,993 had less than eight weekly contributions in the past 52 weeks (or since the last claim began if that occurred less than 52 weeks previously).

Benefit paid amounted to \$385,078,154, including seasonal benefit.

Disqualifications imposed on claims on which entitlement had otherwise been established, including the 104,402 disqualifications imposed at the time the benefit period was established, totalled 233,478. These disqualifications were effective for varying periods. The principal reasons for their being imposed were that the claimants left their employment without just cause (74,712), were not available for work (49,759), refused offers of work (18,645), neglected to produce their insurance books or in some other respect neglected to complete their applications for benefit (21,733), or lost their employment owing to misconduct (12,476). The main reasons for the remaining 56,153 disqualifications were: stoppage of work due to labour disputes, not capable of work, not unemployed, and inability to meet the additional requirements for married women. This latter disqualification was not effective after November 17, 1957, at which date the additional conditions that had to be met by married women were revoked.

During the year, 7,855 persons applied to have their claims commence from a date prior to the week in which they made application for benefit. Of these applications, 4,142 or 52.7 per cent were allowed. On 27,975 claims, applications were made for extension of the qualifying period, for reasons such as periods of incapacity or working in non-insurable employment. Of these applications, 21,909 or 78.3 per cent were allowed.

Boards of referees dealt with 14,050 appeals by claimants against decisions given by insurance officers. Of these appeals, 2,303 were allowed and the insurance officers' decisions were upheld in the remainder. In addition, eight claims were referred by insurance officers to the boards of referees for decision. Of these, four were allowed by the boards and disqualifications imposed on the remainder.

During the year, the Umpire disposed of 145 appeals. Of these, 101 were made by claimants and their associations and 44 by insurance officers, an over-all increase of 21 from the previous year. The Umpire upheld the claimants or their associations in 33 cases and the insurance officers in 22 cases, dismissing the 90 remaining appeals.

RECIPROCAL RELATIONS WITH THE UNITED STATES

Claims filed against Canada during 1957-58 by Canadians who had moved to the United States numbered 3,144. Claims filed against the various states by United States claimants who had moved to Canada numbered 2,387. This was the second year in succession in which the claims filed against Canada exceeded the number of those filed in Canada against the United States. In all previous years back to 1942, when the reciprocal agreement was made by the governments of Canada and the United States, the preponderance of claims had been in the reverse direction.

One additional state (Kentucky) subscribed to the agreement during the year, which leaves only four non-participating states; namely, Alabama, Iowa, Maine, and New Hampshire.

AUDIT

The prime purpose of the audit division is to conduct regular audits of employers' records to ensure that correct coverage has been applied and that all contributions due have been paid at the correct rate. Auditors also assist employers to interpret the Unemployment Insurance Act and Regulations. In addition to these main functions, the audit division is required to perform other duties such as special surveys for the Commission, special investigations, employer relations work, and prosecution cases against employers.

On April 1, 1957, the coverage of fishermen under the Unemployment Insurance Act became effective. This involved a new principle in that coverage was extended beyond employments in which there was a contract of service. This additional coverage posed new problems to the audit division. Not only did auditors have to familiarize themselves with an entirely new and complex procedure, but they were also required to assist employers of fishermen, and fish buyers, to interpret the Act and Regulations and set up the necessary records. Every effort was made to visit all employers of fishermen and fish buyers before the end of 1957 to acquaint them with the proper method of keeping records and making contributions.

From year to year the number of employers in Canada increases. Despite a slight increase in the number of field auditor positions, the average number of employers per auditor position increased during the past year. The net result was a decrease in the percentage of employers audited during the year.

Year Ending March 31

	1957	1958
Number of employers subject to audit	345,249	356,746*
Number of audits completed	221,331	210,059
Per cent of objective completed	64.1	58.9
Number of investigations	27,053	27,730
Average number of field auditors	307	281
Average number of employers per field auditor	1,124	1,269

* Includes approximately 3,750 employers of fishermen and fish buyers.

The number of completed audits showed a slight decrease but the audit production per field auditor on strength increased. There was also an increase in the average number of investigations completed per field auditor. The percentage of audits that resulted in overdue contributions being established was 23.9 compared with 23.3 in the previous year.

During the year, several audit districts reported that overdue contributions established by audit were becoming more difficult to collect. Comparative figures for the past two years are given below.

Year Ending	Overdue Contributions	Outstanding at
March 31	Established	March 31
1957	\$1,683,290	\$182,990
1958	\$1,760,965	\$216,654

Overdue contributions established during the year increased by 4.6 per cent whereas the amount still outstanding at the end of the year increased by 18.4 per cent. Of the amount outstanding as at March 31, 1958, \$120,535 or 55.6 per cent related to bankruptcy cases. Penalties established during the year amounted to \$45,840. The amount of penalties unpaid at the end of the year was \$5,032.

Cases of evasion or infraction of the law by employers are reported to the enforcement branch by the audit division with a recommendation for or against prosecution. During the year, the audit division passed 1,738 such reports to the enforcement branch and in 333 cases prosecution was undertaken.

The services of the field auditors were utilized in making special surveys, in collaboration with the coverage division, respecting employment in greenhouses and plant nurseries and respecting fishing vessels having year-round operations.

As employer relations officers of the local offices are unable to visit all employers to explain the facilities offered by the NES, field auditors conduct this work on behalf of the local office when visiting employers who have less than ten employees and employers who are distant from the local office. If an employer has vacancies which he wishes to list with the local office, or if there is some activity in the area which would be of interest to the employment branch, the auditor reports this to the local office.

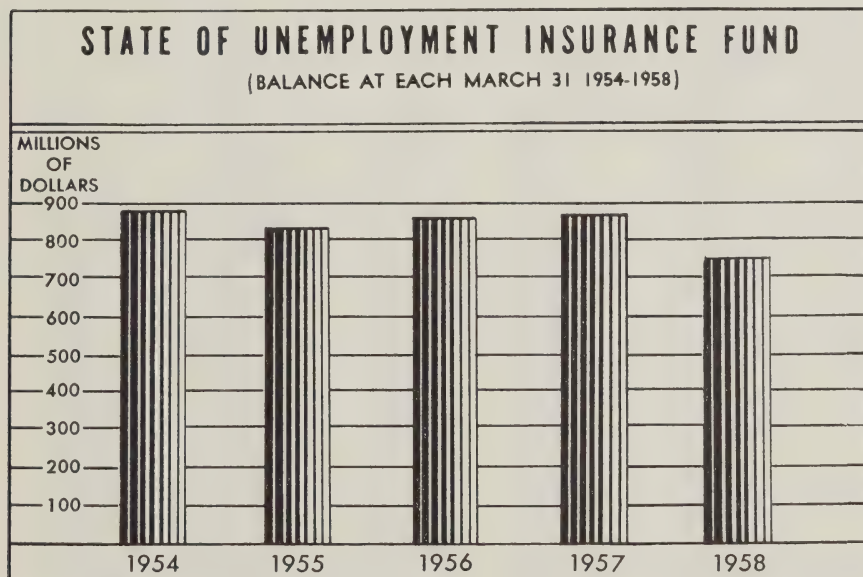
Because their duties take them to all parts of Canada, transportation is an important item to auditors in their work, particularly outside of urban areas. In certain coastal sections of British Columbia and Newfoundland employers can be reached only by boat. Some points, such as Yellowknife in the Northwest Territories and Goose Bay in Labrador, can be reached only by airplane.

About 40 per cent of the field auditors are authorized by the Commission to drive their own cars on government business. Nine Commission-owned vehicles are in use at points where automobile transportation is needed but no privately owned cars are available.

UNEMPLOYMENT INSURANCE FUND

For the first time since the year 1954-55, benefit payments exceeded the revenue from all sources. The balance in the fund at the beginning of the year was \$878,441,466.55. Benefit payments, including ordinary and seasonal, amounted to \$385,078,154, while the revenue from employer, employee and government contributions, fines and penalties, interest on investments, and profit on sale of securities totalled \$250,836,812.32. This left a balance in the fund at the end of the fiscal year of \$744,200,124.87, a decrease of \$134,241,341.68 over the year. Benefit payments exceeded revenues during April, May and December of 1957 and January, February and March of 1958. During the month of March, \$72,354,503.21 was paid to beneficiaries, representing the largest amount expended in any single month since the inception of unemployment insurance in 1941.

For comparison of the reserve in the fund with previous years see the accompanying chart.



With the exception of the amount maintained in chartered banks for redemption of benefit warrants and supplying local offices with cash for payment of benefit, the whole fund is invested in obligations of the Government of Canada, mainly long-term securities. The investment committee which authorizes all investment transactions is a three-member committee consisting of the Governor or Deputy Governor of the Bank of Canada and two persons nominated respectively by the Minister of Labour and the Minister of Finance. The book value of the investment securities on March 31, 1958 was \$734,011,898.26 and the par value was \$743,551,500. The average weighted yield of investments at March 31, 1958 was 3.35 per cent per annum, an increase of .11 per cent since the end of the previous fiscal year.

Unemployment was heavier during the year under review than in any other year since the Unemployment Insurance Act became operative. The fund, consequently, suffered a greater strain than it ever had previously. In addition, legislative changes during the year resulted in larger payments of seasonal benefit. These changes included the extension of coverage to commercial fishermen, the lengthening of the seasonal benefit period and the increasing of both the minimum and maximum entitlement for claimants qualifying for seasonal benefit. Such payments for the year amounted to an estimated \$57,237,328 compared with \$30,099,525.67 during the previous year.

See the accompanying chart for comparison of revenue and expenditure in the last five fiscal years.

ADMINISTRATION

ENFORCEMENT

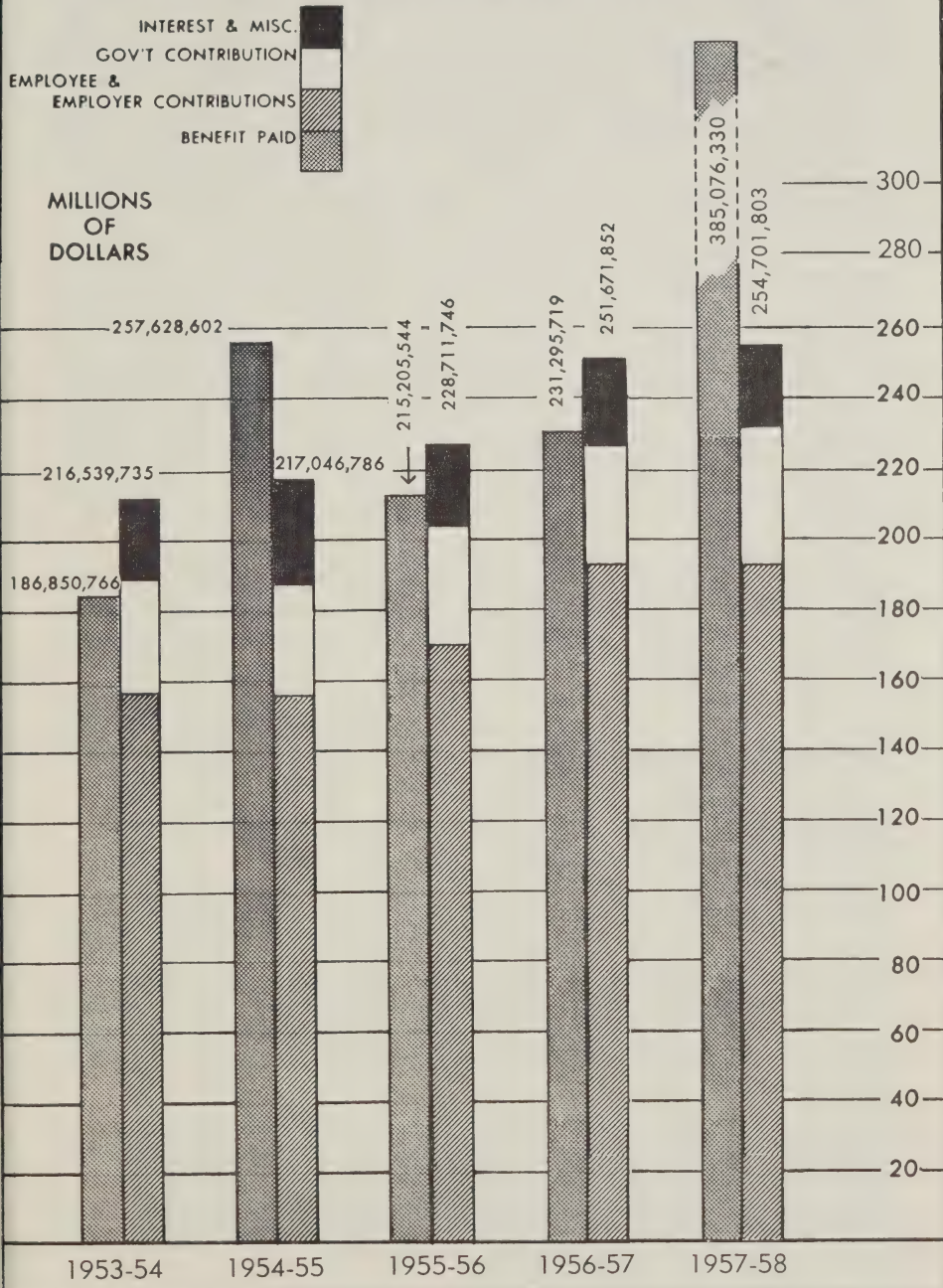
The main responsibility of the enforcement branch is to ensure that the provisions of the Unemployment Insurance Act and Regulations are observed by persons claiming benefit. For this purpose claims are investigated, any irregularities discovered are reported, and legal proceedings are instituted or penalties are imposed where the circumstances warrant. It is also the responsibility of the branch to review cases of employer infractions of the Act and Regulations referred by the audit division, and to determine whether or not prosecution will be undertaken. The enforcement branch is also concerned with the collection of amounts due by employers whose contributions to the unemployment insurance fund are in arrears, and the recovery of amounts paid to claimants whose non-entitlement to such amounts is later discovered. Exchequer Court proceedings and garnishment are sometimes instituted to effect collection of these amounts, but only in cases where there is ability to pay and other means of collection have failed.

The major changes effected through the new Unemployment Insurance Act in October, 1955, as well as subsequent amendments to the Act and Regulations, necessitated changes in the enforcement program, not only as to procedures but also as to types of claims to be investigated and the emphasis to be placed on the various kinds of irregularities involved. During the year under review, further progress was made in adjusting the program to meet the changed pattern of irregularities which had been under study since the new Act came into effect. Enforcement problems in relation to benefit claims of fishermen, to whom coverage was extended during 1957-58, were examined, and will continue to be studied as more experience is accumulated in dealing with this type of claim.

In November, 1957, an amendment to the Unemployment Insurance Regulations removed the additional conditions of entitlement which had previously applied to women who claimed unemployment insurance benefit after marriage. These conditions mainly concerned the claimant's availability for employment. Although the general requirements concerning availability still applied to married women as well as to other claimants, the removal of the additional conditions decreased the numbers and types of

THE UNEMPLOYMENT INSURANCE FUND

ANNUAL REVENUE AND EXPENDITURE



possible irregularities formerly investigated in connection with benefit claims of married women.

In addition to program adjustments which resulted from changes in general policy, there were adjustments undertaken to improve the efficiency of enforcement operations. These changes were based on statistical studies and analyses and reviews of enforcement procedures. The scope of research was broadened, and many statistical studies were completed. A punched-card system was designed and put into use; plans were laid for several studies to be undertaken when related forms and procedures have been brought into line with the requirements of mechanization. Greater efficiency in enforcement work was also promoted through intensified formal training in enforcement procedures and the re-examining of investigation reports.

The value of the efforts described above is indicated by a marked improvement in results. As 1957-58 was the second complete fiscal year of operation under the new Act, the enforcement statistics may be compared with those pertaining to the previous year. This comparison reveals a 43 per cent increase in the number of completed investigations of suspected false statements in connection with claims for benefit. These investigations numbered 9,640 in 1956-57, and increased to 13,818 in 1957-58. Statistical experience indicates that this increase did not result from any significant change in the incidence of misrepresentation; therefore, since the investigational staff and other factors remained fairly constant, the increase is attributable mainly to an improvement in the detection of irregularities.

As a consequence of the 43 per cent increase in the number of investigations involving suspected false statements in connection with benefit claims, there was an increase in the number of resulting prosecutions, convictions and penalties. Comparative figures are given below, in regard to claimants and employers:

	1956-57	1957-58	Percentage of Increase
Prosecutions commenced (claimants)	649	900	39
Prosecutions commenced (employers)	186	334	80
Convictions (claimants and employers)	788	1,116	42
Penalties imposed on claimants under Section 65 of the Act (for false statements)	4,999	8,565	71

The forthcoming mechanization of claims records in local and regional offices was under study in relation to its probable effect on enforcement procedures and sources of claims information required by enforcement officers. Consideration was being given to changes in the enforcement program which may be necessitated as the mechanization project is developed, particularly in regard to the procedure by which claims are selected for investigation.

During the fiscal year 1957-58, the Commission made use of garnishment and Exchequer Court proceedings to collect unemployment insurance contributions owing by 378 employers. Sixty-nine Exchequer Court actions resulted in the collection of \$8,532 as compared to 78 actions and \$2,823 collected in the nine-month period of the fiscal year 1956-57 during which

this procedure was in use. Three hundred and nine garnishment cases resulted in the collection of \$16,906 as compared to 207 cases and the collection of \$9,193 in the previous fiscal year.

In 1957-58 the Commission began, on an experimental basis, to extend the use of Exchequer Court and garnishment procedures to the collection of amounts owing by claimants. Such debts arise through overpayment of benefit as a result of misinformation given by the claimant. There were 83 claimants involved in such proceedings. Five Exchequer Court actions resulted in the collection of \$217, and 78 cases of garnishment resulted in the collection of \$4,367.

The review of enforcement staff was continued. In order to provide adequate investigational coverage in relation to the claims load in various localities, the geographical limits of some enforcement districts were altered, and a few recommendations for additional assistance were made.

In Appendix VII of this report, a statistical summary of investigations completed by the enforcement branch in 1957-58 is provided. Appendix VIII contains a summary of prosecutions undertaken during the same period against employers and claimants for various infractions of the Act and Regulations. In addition to the legal action recorded in the latter appendix, there were eight prosecutions instituted under the Criminal Code.

PUBLIC RELATIONS

During the year, the public relations branch both at head office and in the regional offices continued to assist in the co-ordination of local winter employment campaigns, which, on the part of the Commission, are conducted mainly at the local office level. The results of these campaigns are evaluated in the employment branch section of this report.

A series of advertisements outlining the services to the public available from the National Employment Service were run in a number of newspapers on a test basis. Field comment was generally favourable and note was taken of the suggested modifications to suit local requirements.

The increase in unemployment that was experienced beginning in the fall resulted in a heavier than usual flow of correspondence with the public on both employment and unemployment insurance matters. Because of the public relations aspect of much of this correspondence, the branch became directly concerned in the problem.

The Commission continued to have representation at numerous conventions sponsored by unions and business. Approval was given for the acquisition of portable display equipment to assist in publicizing the Commission's activities. This equipment will be shipped to various centers within each region as required.

The monthly Questions and Answers column prepared at head office and distributed nationally and regionally continued to be published widely. One hundred and ninety-nine English language and 251 French language newspapers and magazines carried this feature as compared to 186 English and 250 French publications the previous year. Questions and Answers

material also formed part of regular employment service broadcasts on a number of radio stations across the country.

Other activities of the branch included the preparation and distribution of press releases and other information material; reports and speeches for head office officials; and co-operation in preparing the text and design of a new NES information pamphlet.

STAFF

The 1957 annual review of establishments resulted in little change in the over-all size of the staff. A number of positions were reclassified and positions were added or deleted in accordance with workload requirements.

There were 7,439 regular employees on strength on March 31, 1958, as compared to 7,332 on March 31, 1957.

In addition, 2,722 casual employees were on strength on March 31, 1958, as compared to 1,441 on March 31, 1957. These employees are engaged to assist in the additional seasonal work-load of claims for unemployment insurance benefit. The increase in the employment of casuals during the fiscal year was due to the extension of the seasonal benefit period, the payment of benefit to fishermen, the change in the married women's regulations, and the greatly enlarged number of claimants over previous years.

The distribution of staff at the end of the fiscal year was:

	Regular	Casual
Head Office	340	12
Atlantic Region	765	400
Quebec Region	2,060	842
Ontario Region	2,309	864
Prairie Region	1,094	312
Pacific Region	871	292

The staff turnover rate decreased from the previous fiscal year. Figures for the last three fiscal years are: 1955-56, 15.9 per cent; 1956-57, 13.94 per cent; and 1957-58, 12.36 per cent.

Studies were continued by the establishment review division to maintain and develop the Commission's staffing, classification and fixed establishment program. Several extensions to the classification and fixed establishment plans, involving a number of increases in classification, were approved by the Civil Service Commission and incorporated in the establishment.

A study of the employee rating system indicated that a more effective method of rating would be arrived at by using a simple narrative report on an employee's efficiency and potential in place of the efficiency rating form. This plan is being progressively introduced until January 1, 1959, when the narrative form of evaluation, completed once every two years, will be the only method in use.

STAFF TRAINING

The Commission's career course, designed to assist employees to prepare for employment and claims officer work, continues to be successful. Eight hundred and thirty-eight employees completed the course during the year. Seven hundred and seven additional employees enrolled for the course.

The induction training program was inaugurated in all offices in March, 1957. This program, which is a twelve-week course outlining the Commission's work generally, is being taught to all regular employees. It will then be taught to all new employees as they are hired.

Eleven work training topics were completed during the year. These consisted of: employment registration; training for trainers; dictionary of occupational titles; training for casual (insurance) workers; enforcement, referral of cases for investigation; insurance contributions, registration of employees for insurance books; courtesy; defalcations, thefts, frauds, disturbances, losses; discrimination; employment clearance; and limited authority adjudication.

Area schools were conducted throughout the country based on the material used at the University of Western Ontario and Laval University for all full-time special placement officers.

Two university courses were prepared and will be attended by some 57 employees during the early summer of 1958. One course in English will be held at the University of Western Ontario while a second in French will be held at the University of Montreal.

INSPECTION

In spite of the time required to train new staff, the branch carried out inspections of 57 local offices during the year. By region, coverage was as follows: Atlantic, 7; Quebec, 10; Ontario, 30; Prairie, 5; and Pacific, 5. In addition, 75 cash verifications were made as follows: Atlantic, 8; Quebec, 18; Ontario, 27; Prairie, 8; and Pacific, 14.

On January 1, the branch extended its inspection coverage to district audit offices and district enforcement offices. In order to operate economically, these offices are usually inspected at the time of a local office inspection at the same point. By the end of the fiscal year, six audit offices and nine enforcement offices had been inspected.

Regional travelling supervisors continued to assist inspectors at a number of general inspections and also performed their regular follow-up duties at local offices.

The heavy increase in the number of claims received by local offices resulted in a corresponding increase in the number of complaints received from the public. All these were carefully investigated by the branch in an effort to eliminate future occurrences.

COMMISSION OFFICES

On March 31, 1958, there were 247 offices of the Commission in operation, including 29 branch offices and eight locations where part-time

service was provided. In addition, three agencies were operated. The heavy claims load during the winter months necessitated leasing additional premises in numerous centers to accommodate the unusually large number of job-seekers.

Year Ending	Regional Offices	District Offices	Local Offices		Agency	Itinerant Offices	Total Offices
			Regular	Branch			
Mar. 31/42.....	5	4	109	118
Mar. 31/43.....	5	4	195	11	215
Mar. 31/44.....	5	4	194	16	2	..	221
Mar. 31/45.....	5	5	191	24	2	62	289
Mar. 31/46.....	5	4	191	30	2	68	300
Mar. 31/47.....	5	4	187	26	2	93	317
Mar. 31/48.....	5	..	189	24	2	60	280
Mar. 31/49.....	5	..	178	40	2	70	295
Mar. 31/50.....	5	..	181	37	2	71	296
Mar. 31/51.....	5	..	181	35	2	64	287
Mar. 31/52.....	5	..	186	34	1	36	262
Mar. 31/53.....	5	..	188	34	1	21	247
Mar. 31/54.....	5	..	191	33	1	8	238
Mar. 31/55.....	5	..	192	35	1	8	241
Mar. 31/56.....	5	..	201	28	1	6	241
Mar. 31/57.....	5	..	202	26	1	5	239
Mar. 31/58.....	5	..	202	29	3	8	247

STANDARDS AND METHODS

The standards and methods division noted a considerable increase in the demand for additional services and for the opening of new offices during the year. This required a proportionate increase in the number of surveys and statistical analyses carried out to provide the necessary data on which to base decisions.

A trial installation of a mechanized system of claims payment, embracing the computation, payment, audit, and control of benefit claims, received Treasury Board approval, and this system will be installed in the Prairie Region in the fall of 1958. Prior to the actual installation, much planning and detailed analysis was carried out by the staff.

The editing, review, and distribution of instructions and manuals of procedure has continued, with increased volume in circulars, releases, and in the work of designing and controlling forms used to standardize procedures across Canada.

Administration of the Suggestion Award Plan was continued, and 840 suggestions were received, investigated, and appraised. This volume represented a rate of participation of 11.3 per cent, and a rate of acceptance of 9.5 per cent was established in granting 66 awards. The estimated savings to the Commission for the year, as a result of these suggestions, was more than \$24,000.

Close liaison with the Department of Public Works was maintained in order to provide adequate space for the work of the local offices of the

Commission. Space must be ample for the staff and must also, for the convenience of the public, meet certain standards of accessibility.

During the year under review, new premises were occupied in 39 locations, and additional space was secured to expand six offices. Temporary accommodation was secured and occupied to meet emergency situations in 12 locations. These figures do not include premises secured under various local arrangements for itinerant service which was provided for the public by various local offices.

The work of adapting premises to secure the best possible use of the space available continued at an increased tempo to meet the increased demands felt in all local offices. New layouts were designed, and plans were drawn up and adopted in approximately 30 instances.

LEGAL

The legal branch drafted a series of regulations providing benefit for fishermen which came into effect on December 1, 1957. Preparatory work was also done concerning amendments to the benefit, contributions, coverage, and general regulations.

The branch also assisted the Department of Justice in drafting an amendment to the Unemployment Insurance Act which increased the length of the seasonal benefit period by one month at each end.

The legal branch reviewed 191 cases of benefit appeals to the Umpire, 67 of which were made at the instance of the insurance officer and 124 at the instance of the claimant or his union. In connection with these benefit appeals, there were 43 hearings before the Umpire at which a member of the legal branch acted as counsel for the Commission. Twenty-two of these hearings were held in Ottawa; five in Toronto; one in New Richmond, P.Q.; eight in Montreal; three in Quebec City; two in Three Rivers; and two in Vancouver. The benefit appeal cases reviewed represented an increase of 22 per cent over the last fiscal year in which a total of 156 were reviewed. The number of hearings was more than double the number of the last fiscal year when there were 20 hearings.

Forty-five Supplemental Unemployment Benefit plans were reviewed, nearly double the number of the last fiscal year when 24 plans were reviewed. The questions for review concerned whether the payments under these plans should be taken into account as earnings either for contributions or benefit purposes. A complete survey and report was made on the Supplemental Unemployment Benefit plans which have been submitted to the Commission.

Eighteen cases concerning alleged defalcations by public officers were reviewed, of which two resulted in conviction. Twenty-four damage claims arising from injuries sustained by persons visiting local offices were dealt with. There was one case of damage to property, and 11 cases involving the confidential nature of the Commission's records.

Thirteen cases under the Reinstatement in Civil Employment Act were received; of these, four were satisfactorily adjusted, six revealed no rein-

statement rights, and in three cases the applicants were advised to approach their local offices for investigation. Nine cases of coverage were submitted to the Commission. One of these cases was referred to the Umpire and was disallowed. In the previous fiscal year, there were only three coverage cases.

Fifteen prosecutions under the Act, which were dismissed by the magistrate, were considered for advisability of appealing; one was appealed and the Commission's appeal sustained. During the fiscal year, the legal branch reviewed and approved 73 special consents in regard to enforcement cases, and drafted and approved 13 model consents for use in the field. In the previous fiscal year there were 34 special consents approved. The over-all number of enforcement cases dealt with by the branch totalled 129, of which 46 pertained to employers and 83 to claimants.

In addition, 102 forms and 228 releases and circulars were reviewed and approved.

To summarize, 93 cases were brought forward from 1956-57, and 1,002 new cases were received. During the fiscal year, 917 cases were completed. Of these, 736 were completely dealt with, and 181 were awaiting coding and summarizing of the Umpire's decisions; 32 cases were awaiting the Umpire's decision; 56 had no work done on them during the year; and an additional 90 cases on which work was done were carried forward to 1958-59.

ADMINISTRATIVE COSTS OF THE UNEMPLOYMENT INSURANCE
COMMISSION DURING THE PERIOD APRIL 1, 1957 TO
MARCH 31, 1958

Salaries and Wages	\$28,211,486.80
Living and Other Allowances	23,782.73
Professional and Special Services	52,977.55
Commission to Post Office Department	773,992.49
Canadian Corps of Commissionaires Services	203,470.60
Travelling and Removal Expenses	625,574.10
Freight, Express and Cartage	103,751.15
Postage	961,775.92
Telephones, Telegrams and Other Communication Services	336,738.57
Publication of Departmental Reports and Other Material	21,906.70
Exhibits, Advertising, Films, Broadcasting and Displays	48,216.00
Office Stationery, Supplies and Equipment	874,617.37
Unemployment Insurance Stamps	32,185.56
Materials and Supplies	2,565.13
Rental of Office Accommodation	1,216.25
Acquisition of Equipment	2,402.96
Repairs and Upkeep of Equipment	4,776.25
Rentals of Equipment	112.79
Municipal or Public Utility Services	1,927.35
Unemployment Insurance Contributions	30,522.56
Umpire, National Advisory Committee, National, Regional and Local Employment Committees, Boards of Referees	126,284.93
Sundries	3,877.07
	<hr/>
	\$32,444,160.83

APPENDIX I

LOCATION OF OFFICES OF THE UNEMPLOYMENT INSURANCE COMMISSION

Head Office — OTTAWA, ONT.

Regional Offices

Atlantic Region — Moncton, N.B.

Ontario Region — Toronto, Ont.

Quebec Region — Montreal, Que.

Prairie Region — Winnipeg, Man.

Pacific Region — Vancouver, B.C.

NATIONAL EMPLOYMENT OFFICES

Newfoundland

† Bonavista
 † Corner Brook
 † Grand Bank
 † Grand Falls
 † St. John's

Prince Edward Island

† Charlottetown
 † Summerside

Nova Scotia

† Amherst
 † Bridgewater
 † Dartmouth
 † Glace Bay
 † Halifax
 † Inverness
 † Kentville
 † Liverpool
 † New Glasgow
 † New Waterford
 † North Sydney
 † Pictou
 † Springhill
 † Sydney
 † Sydney Mines
 † Truro
 † Yarmouth

New Brunswick

† Bathurst
 † Campbellton
 † Chatham
 † Edmundston
 † Fredericton
 † Minto
 * † Moncton
 † Newcastle
 † Oromocto
 † Sackville
 † Saint John
 † St. Stephen
 † Shediac
 † Sussex
 † Woodstock

Quebec

† Acton Vale
 † Alma
 † Arvida
 † Asbestos
 † Beauharnois
 † Buckingham
 † Causapscal
 † Chandler
 † Chicoutimi
 † Coaticook
 † Dolbeau
 † Drummondville
 † East Angus
 † Farnham
 † Forestville
 † Gaspé
 † Granby
 † Grand'Mère

Quebec (Cont.)

† Grindstone Island
 (Magdalen Islands)
 † Hull
 † Joliette
 † Jonquière
 † Lachine
 † Lachute
 † La Malbaie
 † La Tuque
 † Lévis
 † Longueuil
 † Louiseville
 † Magog
 † Maniwaki
 † Matane
 † Megantic
 † Mont Laurier
 † Montmagny
 † Montmorcency

* † Montreal
 † Northern
 † Western
 † Centre
 † Eastern
 † Business,
 Professional
 and Youth
 † New Richmond

† Plessisville
 † Port Alfred
 † Quebec
 † Richmond
 † Rimouski
 † Rivière-du-Loup
 † Roberval
 † Rouyn
 † Ste-Agathe-des-
 Monts
 † Ste-Anne-de-
 Bellevue
 † St-Hyacinthe
 † St-Jean
 † St-Jérôme
 † Ste-Thérèse
 † Sept-Îles
 † Shawinigan
 † Sherbrooke
 † Sorel
 † Thetford Mines
 † Trois-Rivières
 † Val-d'Or
 † Valleyfield
 † Victoriaville
 † Ville-St-Georges

Ontario

† Arnprior
 † Barrie
 † Belleville
 † Bracebridge
 † Brampton
 † Brantford
 † Brockville
 † Carleton Place

Ontario (Cont.)

† Chatham
 † Cobourg
 † Collingwood
 † Cornwall
 † Dunnville
 † Elliot Lake
 † Fort Erie
 † Fort Frances
 † Fort William
 † Galt
 † Gananoque
 † Goderich
 † Guelph
 † Hamilton
 † Hawkesbury
 † Ingersoll
 † Kapuskasing
 † Kenora

† Kingston
 † Kirkland Lake
 † Kitchener
 † Leamington
 † Lindsay
 † Listowel
 † London
 † Long Branch
 † Midland
 † Napanee
 † Newmarket
 † Niagara Falls
 † North Bay
 † Oakville
 † Orillia
 † Oshawa
 † Ottawa
 † Owen Sound
 † Parry Sound
 † Pembroke
 † Perth
 † Peterborough
 † Picton
 † Port Arthur
 † Port Colborne
 † Port Hope
 † Prescott
 † Renfrew

† St. Catharines
 † St. Thomas
 † Sarnia
 † Sault-Ste-Marie
 † Simcoe
 † Sioux Lookout
 † Smiths Falls
 † Stratford
 † Sturgeon Falls
 † Sudbury
 † Tillsonburg
 † Timmins
 * † Toronto
 † Centre
 † Eastern
 † Western
 † Business,

Ontario (Cont.)

Professional
 and Youth
 † Trenton
 † Walkerton
 † Wallaceburg
 † Welland
 † Weston
 † Windsor
 † Woodstock

Manitoba

† Brandon
 † Dauphin
 † Flin Flon
 † Portage-la-Prairie
 † St-Boniface
 † Selkirk
 † The Pas

* † Winnipeg

Saskatchewan

† Estevan
 † Moose Jaw
 † North Battleford
 † Prince Albert
 † Regina
 † Saskatoon
 † Swift Current
 † Weyburn
 † Yorkton

Alberta

† Blairmore
 † Calgary
 † Drumheller
 † Edmonton
 † Edson
 † Lethbridge
 † Medicine Hat
 † Red Deer

British Columbia

† Chilliwack
 † Courtenay
 † Cranbrook
 † Dawson Creek
 † Duncan
 † Kamloops
 † Kelowna
 † Kitimat
 † Mission City
 † Nanaimo
 † Nelson
 † New Westminster
 † North Vancouver
 † Penticton
 † Port Alberni
 † Prince George
 † Prince Rupert
 † Princeton
 † Quesnel
 † Trail
 * † Vancouver
 † Vernon
 † Victoria
Yukon Territory
 † Whitehorse

NOTE: * Both regional and local offices located at these centres.

† Courts of referees appointed at these centres.

‡ Agencies established at these centres.

APPENDIX II

EMPLOYMENT OPERATIONS BY THE LOCAL OFFICES OF THE UNEMPLOYMENT INSURANCE COMMISSION, APRIL 1, 1957 TO MARCH 31, 1958 BY PROVINCES

Province		Applications Registered	Vacancies Notified	Total Placements	Regular (1) Placements	Casual (2) Placements
Newfoundland.....	Male	66,461	3,866	3,301	3,029	272
	Female	4,446	937	567	542	25
	Total	70,907	4,803	3,868	3,571	297
Prince Edw. Island	Male	13,129	4,741	3,434	1,864	1,570
	Female	4,268	2,400	1,853	1,312	541
	Total	17,397	7,141	5,287	3,176	2,111
Nova Scotia.....	Male	96,114	19,341	17,724	13,629	4,095
	Female	25,923	9,815	7,369	5,141	2,228
	Total	122,037	29,156	25,093	18,770	6,323
New Brunswick.....	Male	110,796	18,757	17,712	13,939	3,773
	Female	26,231	8,722	6,864	5,270	1,594
	Total	137,027	27,479	24,576	19,209	5,367
Quebec.....	Male	732,106	181,412	146,097	120,063	26,034
	Female	231,494	91,774	65,629	50,524	15,105
	Total	963,600	273,186	211,726	170,587	41,139
Ontario.....	Male	961,314	257,378	219,753	173,244	46,509
	Female	380,320	133,754	101,354	81,620	19,734
	Total	1,341,634	391,132	321,107	254,864	66,243
Manitoba.....	Male	121,530	38,721	31,882	24,465	7,417
	Female	58,242	24,046	18,279	10,348	7,931
	Total	179,772	62,767	50,161	34,813	15,348
Saskatchewan.....	Male	83,807	31,072	25,214	18,954	6,260
	Female	34,424	16,428	11,545	8,471	3,074
	Total	118,231	47,500	36,759	27,425	9,334
Alberta.....	Male	164,055	57,773	46,863	35,979	10,884
	Female	63,707	37,089	24,781	17,832	6,949
	Total	227,762	94,862	71,644	53,811	17,833
British Columbia.....	Male	351,072	70,368	60,250	46,917	13,333
	Female	134,186	59,372	47,940	30,778	17,162
	Total	485,258	129,740	108,190	77,695	30,495
Canada.....	Male	2,700,384	683,429	572,230	452,083	120,147
	Female	963,241	384,337	286,181	211,838	74,343
	Total	3,663,625	1,067,766	858,411	663,921	194,490
COMPARABLE TOTALS—						
1956-1957.....	Male	2,282,981	961,345	731,060	606,718	124,342
	Female	823,565	435,277	296,735	222,010	74,725
	Total	3,106,546	1,396,622	1,027,795	828,728	199,067

(1) Includes Transfers — Out.

(2) Placements are termed "Casual" when the duration of the employment is six or less working days' duration.

APPENDIX III

EMPLOYMENT OPERATIONS BY THE LOCAL OFFICES OF THE UNEMPLOYMENT INSURANCE COMMISSION, APRIL 1, 1957 TO MARCH 31, 1958, BY REGIONS

Region	Applications Registered	Vacancies Notified	Total Placements	Regular (1) Placements	Casual (2) Placements
Atlantic.....					
Male	286,500	46,705	42,171	32,461	9,710
Female	60,868	21,874	16,653	12,265	4,388
Total	347,368	68,579	58,824	44,726	14,098
Quebec.....					
Male	732,106	181,412	146,097	120,063	26,034
Female	231,494	91,774	65,629	50,524	15,105
Total	963,600	273,186	211,726	170,587	41,139
Ontario.....					
Male	909,655	237,356	203,493	158,893	44,600
Female	368,103	128,676	97,287	78,295	18,992
Total	1,277,758	366,032	300,780	237,188	63,592
Prairie.....					
Male	430,763	150,389	122,986	96,185	26,801
Female	169,858	83,433	59,223	40,527	18,696
Total	600,621	233,822	182,209	136,712	45,497
Pacific.....					
Male	341,360	67,567	57,483	44,481	13,002
Female	132,918	58,580	47,389	30,227	17,162
Total	474,278	126,147	104,872	74,708	30,164
Canada.....					
Male	2,700,384	683,429	572,230	452,083	120,147
Female	963,241	384,337	286,181	211,838	74,343
Total	3,663,625	1,067,766	858,411	663,921	194,490
COMPARABLE TOTALS—					
1956-1957.....					
Male	2,282,981	961,345	731,060	606,718	124,342
Female	823,565	435,277	296,735	222,010	74,725
Total	3,106,546	1,396,622	1,027,795	828,728	199,067

(1) Includes Transfers — Out.

(2) Placements are termed "Casual" when the duration of the employment is six or less working days' duration.

APPENDIX IV NUMBER OF CLAIMS RECEIVED AND THE DISPOSAL DURING THE YEAR 1957-1958 BY PROVINCES

	Total	Newfoundland	Prince Edward Island	Nova Scotia	New Brunswick	Quebec	Ontario	Manitoba	Saskatchewan	Alberta	British Columbia
INITIAL CLAIMS											
Pending 31 March, 1957.....	50,207	2,092	296	2,142	2,774	23,425	11,047	1,065	963	2,843	3,560
Received—in person.....	1,445,280	24,622	7,274	57,639	57,523	445,171	524,964	56,479	31,827	71,385	168,296
—postal.....	237,668	35,858	3,107	16,780	25,212	76,505	25,134	9,067	12,636	11,462	21,907
Total.....	1,733,155	62,572	10,677	76,561	85,609	545,101	561,145	66,611	45,426	85,690	193,763
Allowed—regular benefit:											
No disqualification.....	989,419	22,448	4,079	39,068	39,053	313,091	348,016	38,326	24,329	50,960	110,049
With disqualification.....	92,247	1,950	361	3,887	2,696	24,673	33,295	3,921	2,660	5,383	13,421
Allowed—Fishing benefit:											
No disqualification.....	121	41	8	23	33	8	2	1	—	—	—
With disqualification.....	2	1	—	—	—	1	—	—	—	—	—
Allowed—Seasonal benefit:											
No disqualification.....	315,269	13,324	3,125	15,384	23,464	103,718	87,865	13,155	9,953	14,066	31,215
With disqualification.....	11,359	1,019	72	379	309	4,039	2,714	481	410	533	1,253
Allowed—Seasonal benefit—Fishing:											
No disqualification.....	21,378	6,944	1,630	5,055	3,214	991	627	255	—	16	2,646
With disqualification.....	794	459	14	34	25	34	—	5	—	—	223
Total Allowed.....	1,430,589	46,186	9,289	63,830	68,994	446,555	472,519	56,094	37,352	70,958	158,812
Not Allowed—Either regular or SB.....	248,750	14,026	1,153	10,792	14,444	77,778	74,592	8,817	6,866	11,120	29,162
Pending 31 March, 1958.....	53,816	2,360	235	1,939	2,171	20,768	14,034	1,700	1,208	3,612	5,789
Total Allowed, Not Allowed, and Pending.....	1,733,155	62,572	10,677	76,561	85,609	545,101	561,145	66,611	45,426	85,690	193,763
RENEWAL AND REVISED CLAIMS:											
Pending 31 March, 1957.....	15,276	535	47	649	677	6,167	3,795	304	342	1,024	1,736
Received 1 April, 1957 to 31 March, 1958.....	1,146,196	27,800	3,500	42,824	45,347	371,844	405,848	35,386	21,585	55,824	136,238
Total.....	1,161,472	28,335	3,547	43,473	46,024	378,011	409,643	35,690	21,927	56,848	137,974
Allowed:											
No disqualification.....	967,128	25,067	2,950	36,673	39,678	306,941	348,408	29,076	17,558	47,140	113,637
With disqualification.....	129,076	2,339	402	4,447	4,106	47,402	42,425	4,461	2,694	6,039	14,761
Not Entitled.....	31	341	131	1,163	1,276	14,228	8,473	684	733	1,121	3,115
Appeals to Boards of Referees.....	14,123	54	30	545	283	3,446	4,545	1,000	511	1,087	2,622
Appeals to Umpire.....	125	—	1	5	—	52	40	5	3	5	14
Pending 31 March, 1958.....	19,755	534	33	640	681	5,942	5,752	464	428	1,456	3,825
Total.....	1,161,472	28,335	3,547	43,473	46,024	378,011	409,643	35,690	21,927	56,848	137,974
Antedates—Approved.....	4,142	60	15	118	151	952	1,869	77	83	136	681
—Not Approved.....	3,713	46	5	147	136	880	1,420	117	114	314	534
Extension of Qualifying Period:											
—Approved.....	21,909	377	48	647	1,492	7,989	6,078	753	456	955	3,114
—Not Approved.....	6,066	107	7	151	146	2,808	1,588	114	102	150	576
Dependency—Not Approved.....	28,304	3,501	91	619	1,309	9,991	8,165	979	555	1,082	2,012

GROSS AMOUNT OF BENEFIT PAID, REASONS FOR CLAIMS DISALLOWED, AND DISQUALIFIED, AND
NUMBER OF INTERSTATE CLAIMS DURING THE YEAR 1957-1958, BY PROVINCES

	Total	Newfoundland	Prince Edward Island	Nova Scotia	New Brunswick	Quebec	Ontario	Manitoba	Saskatchewan	Alberta	British Columbia
REGULAR BENEFIT PAID From 1 April, 1957 to 31 March, 1958.....	\$ 327,840,826	\$ 11,271,660	\$ 1,565,549	\$ 13,770,196	\$ 15,286,492	\$ 104,511,213	\$ 106,201,277	\$ 12,702,978	\$ 8,589,954	\$ 15,468,619	\$ 38,472,888
SEASONAL BENEFIT PAID (Estimated) From 1 April, 1957 to 31 March, 1958.....	\$ 57,237,328	\$ 3,917,753	\$ 939,899	\$ 3,375,830	\$ 4,604,337	\$ 17,349,453	\$ 14,517,840	\$ 2,337,326	\$ 1,790,873	\$ 1,941,372	\$ 6,463,145
Total.....	\$ 385,078,154	\$ 15,189,413	\$ 2,505,448	\$ 17,146,026	\$ 19,890,829	\$ 121,860,666	\$ 120,718,617	\$ 15,040,304	\$ 10,380,827	\$ 17,409,991	\$ 44,936,033
REASONS FOR REGULAR CLAIMS DISALLOWED:											
Not 30 weeks (Sec. 45 (1) (A)).....	(1) 283,465	19,867	3,290	16,338	16,640	78,367	82,783	11,228	8,812	13,700	32,440
Not 8 weeks (Sec. 45 (1) (B)).....	(2) 166,907	7,631	1,513	7,951	12,462	54,481	33,068	6,184	5,107	6,506	16,003
Not 24 weeks (Sec. 45 (2)).....	(3) 147,178	8,274	1,191	7,355	12,554	53,712	33,946	5,251	3,310	5,529	16,056
Not 6 weeks (Fishing Reg's).....	—	—	—	—	—	—	—	—	—	—	—
Total.....	597,550	35,772	5,994	31,644	41,656	186,560	165,798	22,663	17,229	25,735	64,499
REASONS FOR DISQUALIFICATION:											
Not Unemployed.....	8,219	232	35	203	233	3,213	2,262	306	461	417	857
Not Capable of Work.....	7,867	203	28	339	377	1,947	3,395	185	167	263	962
Not Available for work.....	49,359	702	148	1,627	1,585	16,123	18,531	2,943	1,591	2,636	3,833
Loss of work due to labour dispute.....	16,870	27	51	151	56	2,163	2,020	3	8	60	2,381
Refusal of work.....	18,975	51	52	563	431	7,951	5,702	553	581	920	1,841
Neglect of opportunity for work.....	2,170	5	24	85	16	1,147	578	43	28	81	187
Failure to carry out written direction.....	2,163	—	24	42	18	1,314	604	22	13	83	39
Non-attendance at course of instruction.....	12,476	130	27	566	275	4,640	4,532	253	169	563	1,321
Unemployment lost by own misconduct.....	74,712	1,587	361	3,027	2,390	22,878	23,458	2,955	1,592	4,415	12,049
Voluntary leaving without just cause.....	—	—	—	—	—	—	—	—	—	—	—
Inmate of prison or resident outside of Canada.....	107	1	1	13	11	29	30	—	1	8	13
Married women.....	8,698	111	38	364	262	2,357	3,587	380	229	433	937
Failure to lodge insurance book, etc.....	21,733	2,240	62	699	785	5,076	7,193	700	536	1,079	3,363
Fishing (Fishing Reg's).....	7,649	228	26	412	313	3,234	2,456	170	204	231	375
Misrepresentation.....	86	—	—	—	9	—	15	4	8	6	39
69 (2) (B) (1) (Other).....	4,004	87	5	283	282	1,067	1,284	71	44	166	715
Loss of work due to incapacity, etc.....	9,241	122	36	352	278	3,985	2,775	226	130	592	745
Determination and Allocation of Earnings.....	—	—	—	—	—	—	—	—	—	—	—
Total.....	233,471	5,768	849	8,747	7,336	76,149	78,434	8,818	5,764	11,955	29,658
INTERSTATE CLAIMS:											
Claims filed in Canada by U.S.A. claimants.....	2,387	10	8	84	113	897	576	126	59	140	374
Claims filed in U.S.A. by Canadian claimants.....	3,144	15	3	25	44	602	1,596	136	18	81	624

Benefit Periods were subsequently established as Revised Claims for (1) 39,414 claimants,
(2) 16,914
(3) 15,434

APPENDIX VI
NUMBER OF "ACTIVE" CLAIMANTS ON THE LAST DAY OF EACH MONTH 1957-1958

Provinces	April 1957	May	June	July	August	September	October	November	December	January 1958	February	March
Newfoundland..... 1. 2. 3.	16,671 — 21	10,291 — 18	6,547 — 12	4,507 — 7	4,394 — 4	4,986 — 14	7,192 — 18	11,982 — 19	22,199 4,469 12	23,781 13,333 17	22,021 16,945 30	20,642 17,155 26
Prince Edward Island..... 1. 2. 3.	2,333 — 14	1,104 — 17	817 — 7	831 — 5	711 — 5	729 — 7	871 — 8	1,605 — 8	3,628 2,145 7	3,607 3,393 13	3,565 3,740 28	3,026 3,654 25
Nova Scotia..... 1. 2. 3.	19,429 — 117	12,748 — 115	10,037 — 94	9,985 — 93	9,579 — 102	10,194 — 83	11,854 — 87	16,697 — 97	26,893 4,759 96	30,044 12,046 127	29,719 14,763 208	28,527 15,708 182
New Brunswick..... 1. 2. 3.	22,782 — 91	14,435 — 81	10,083 — 64	9,400 — 71	9,029 — 75	9,345 — 73	12,844 — 68	19,602 — 72	30,616 7,406 88	30,836 14,866 117	28,671 17,992 180	27,123 18,938 184
Quebec..... 1. 2. 3.	132,867 — 1,400	85,218 — 1,196	67,801 — 1,161	64,340 — 1,177	60,059 — 1,046	62,650 — 1,059	76,529 — 1,123	121,802 — 1,005	212,606 25,022 1,258	208,099 45,001 1,803	211,871 59,847 2,244	207,131 72,835 2,439
Ontario..... 1. 2. 3.	101,650 — 1,022	79,702 — 932	70,532 — 850	78,815 — 696	87,515 — 740	96,704 — 796	95,444 — 859	126,007 — 849	203,096 25,813 945	207,058 43,122 1,687	207,584 52,610 1,707	193,052 58,222 1,831
Manitoba..... 1. 2. 3.	14,242 — 164	9,228 — 164	7,106 — 145	6,721 — 110	6,234 — 123	6,410 — 106	8,777 — 109	15,879 — 125	26,185 3,218 196	28,864 6,408 206	28,317 7,730 260	26,252 9,599 247
Saskatchewan..... 1. 2. 3.	9,517 — 87	4,179 — 79	2,916 — 71	2,675 — 52	2,665 — 44	2,915 — 49	5,188 — 55	10,643 — 55	17,943 2,297 64	20,355 4,672 84	20,118 6,088 138	17,987 7,232 156
Alberta..... 1. 2. 3.	19,697 — 89	10,802 — 91	8,044 — 57	7,918 — 47	7,929 — 47	7,431 — 52	11,724 — 93	21,085 — 68	30,385 2,888 88	35,597 6,190 122	35,180 7,931 166	34,751 8,901 181
British Columbia..... 1. 2. 3.	34,421 — 338	22,376 — 242	20,633 — 204	20,587 — 196	20,593 — 194	25,166 — 201	37,582 — 229	57,971 — 244	81,806 10,875 238	78,517 18,735 486	72,919 21,738 614	66,097 22,807 701
TOTAL..... 1. 2. 3.	373,609 — 3,343	250,283 — 2,935	204,516 — 2,065	205,779 — 2,454	208,708 — 2,380	226,530 — 2,440	268,005 — 2,049	403,273 — 2,542	655,357 88,892 2,992	666,758 167,786 4,662	659,965 209,384 5,375	624,588 235,051 3,972

1.—Ordinary

2.—Seasonal

3.—"Sick" included in Nos. 1 and 2.

APPENDIX VII

INVESTIGATION STATISTICS — FISCAL YEAR 1957-58
(Claimants)

Region and *Number of Enforcement Officers	INVESTIGATION COMPLETED				PUNITIVE ACTION	
	Suspected False Statements	Spot Check and Miscellaneous	Total	Average Investigations per Enforcement Officer	Prosecutions Recom- mended	Penalties Imposed Under Section 65
Atlantic (7)	1,499	6,692	8,191	1170	75	1,079
Quebec (15)	5,535	10,939	16,474	1098	341	3,868
Ontario (14)	4,100	15,141	19,241	1374	298	2,521
Prairie (7)	1,464	7,228	8,692	1241	90	689
Pacific (5)	1,220	6,261	7,481	1247	96	408
Totals (48)	13,818	46,261	60,079	1252	900	8,565

* The number of Enforcement Officers is the average number on duty, calculated on the basis of man-days of work performed during the fiscal year.

APPENDIX VIII

LEGAL PROCEEDINGS INSTITUTED UNDER THE UNEMPLOYMENT
INSURANCE ACT AND THE UNEMPLOYMENT INSURANCE REGULATIONS

Nature of Proceedings	Carried Over 1956-57	Com- menced Fiscal Year 1957-58	Prosecu- tions Finalized	Con- victions	With- drawals and Abandon- ments	Acquit- tals	Awaiting Results of Trials
proceedings against em- ployers for infractions of the Act and Regulations..	26	334	338	320	7	11	22
proceedings against claim- ants for obtaining benefit through false statements..	*156	900	819	796	20	3	233
Totals	*182	1,234	1,157	1,116	27	14	255

Revised.

APPENDIX IX

UNEMPLOYMENT INSURANCE FUND

BALANCE SHEET

AS AT 31 MARCH, 1958

ASSETS

Cash on deposit with Receiver General	\$ 6,838,816.22	
Amount on deposit with chartered banks for benefit warrant settlements	2,313,166.13	
Advances to local offices for payment of benefit by cash	5,898,193.00	
Investments —		
Government of Canada and Canadian National Railways Bonds at Cost (Par Value \$743,551,500.00)	\$734,330,861.59	
DEDUCT — Amortization of premium less accumulation of discount	318,963.33	
Book Value	\$734,011,898.26	
Accrued Interest on Investments	5,740,894.45	
		739,752,792.71
		<u>\$754,802,968.06</u>

LIABILITIES

Unredeemed benefit warrants:		
Unemployment Insurance	\$ 7,973,290.54	
War Veterans Allowance	1,097.75	
		\$ 7,974,388.29
Deposits —		
From employers under the Bulk Payment Method		2,628,454.90
Balance at Credit of the Fund:—		
Interim Balance at 31 March, 1957	\$874,574,651.66	
Adjustments for 1956-57 Credit	3,866,814.89	
Final Balance at 31 March, 1957	\$878,441,466.55	
DEDUCT — Excess of Expenditure over Revenue for period 1 April, 1957 to 31 March, 1958	134,241,341.68	
		744,200,124.87
		<u>\$754,802,968.06</u>

APPENDIX X

UNEMPLOYMENT INSURANCE FUND
STATEMENT OF REVENUE AND EXPENDITURE
FOR THE PERIOD 1 APRIL, 1957 TO 31 MARCH, 1958

REVENUE

Contributions:

Employers and Employees —

Stamp Method	\$ 78,639,910.37
Meter Method	18,679,697.09
Bulk Payment Method	91,394,730.47

Department of Veterans Affairs:

Regular Forces	464,689.28	
		<u>\$189,179,027.21</u>

Government of Canada	37,835,805.44
Penalties Received	45,839.72
Fines Received	580.00
Income from Investments after provision for amortization ,etc.	23,775,559.95
Excess of expenditure over revenue	134,241,341.68
	<u>\$385,078,154.00</u>

EXPENDITURE

Benefit payments —

Regular	\$327,840,826.00	
Seasonal (Estimated)	57,237,328.00	
		<u>\$385,078,154.00</u>
		<u>\$385,078,154.00</u>

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EIGHTEENTH
ANNUAL

REPORT

FISCAL YEAR ENDING MARCH 31, 1959

THE UNEMPLOYMENT INSURANCE COMMISSION
OTTAWA, CANADA

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UNEMPLOYMENT INSURANCE COMMISSION

July 27, 1959

To the Hon. Michael Starr,
MINISTER OF LABOUR.

Sir,

We have the honour to submit herewith for the information of Parliament the Eighteenth Annual Report of the Unemployment Insurance Commission covering the period from April 1, 1958, to March 31, 1959, except where otherwise indicated.

The report is prepared in compliance with Section 95(1) of the Unemployment Insurance Act.

Respectfully submitted,

B. Binson
CHIEF COMMISSIONER

C. A. H. Murchison
COMMISSIONER

C. F. MacArthur
COMMISSIONER

UNEMPLOYMENT INSURANCE COMMISSION

ANNUAL REPORT OF ACTIVITIES FOR THE FISCAL YEAR ENDING MARCH 31, 1959

INTRODUCTION

The improvement in Canada's economy that became evident during the fiscal year under review was generally reflected in the Commission's unemployment insurance statistics. Although, for the year as a whole, both number of benefit claims and amount of benefit paid out were higher, a levelling off became noticeable during November, 1958. In December, 1958, and in January, February and March, 1959, the number of claimants was substantially lower than for the same months a year earlier.

The employment service side of the Commission's operations during 1958-59 was marked by an increase in the number of placements made in spite of the generally adverse employment market that existed. This improvement can, in the main, be attributed to the vigorous effort put forth by the National Employment Service staff in conducting an exceptionally thorough canvass of employers to uncover every possible job opening to which workers registered with the NES could be referred. Another factor was the annual winter employment campaign conducted by the Commission's local offices all across the country. The campaign during the year under review was further strengthened by the government's municipal winter works incentive program, in which the Commission played an important role.

Despite the noticeable improvement in the country's economy noted above, the work-load borne by the Commission's staff was the heaviest ever. However, production was extremely well maintained at all times and "service to the public" was evidently the watchword in local offices. In general, this attitude resulted in staff performance of a high order and the Commission wishes to convey its gratitude to all those who contributed to the fine record.

EMPLOYMENT

In the face of mounting unemployment resulting from the downturn in economic activity during the previous fiscal year, the Commission took steps to strengthen and improve its employment service operations. Emphasis was placed on the job finding activities of local National Employment Service offices and the groundwork was laid for further expansion of these activities.

This program was continued in the fiscal year under review. Further improvements were made in employer relations activities, and internal office operations were geared to effect prompt selection and referral of an increasing number of workers to job openings. At the same time, the employment service staff was increased by 150 positions and an intensive program of staff training was carried out.

This re-vitalization of the employment service resulted in improved operational effectiveness during the year. By September, placements began to show increase over the previous year and increases were registered each month from November to March. In December, placements were the highest for any December since 1952 while in January, February and March placements were higher than for the corresponding months of any year since 1953, with the exception of 1956. Other factors that contributed to the improvement in placement operations were the active winter employment campaigns conducted across the country and NES participation in the government's municipal winter works incentive program.

Total placements during the year at 867,368 were higher by 8,957 than in the previous year. Total placements comprised 611,038 regular placements, 229,649 casual placements and 26,681 transfers-out. The term "transfers-out" refers to placements made by one local office in the area of another. A comparison of placements this year with previous years is presented in the chart on the following page.

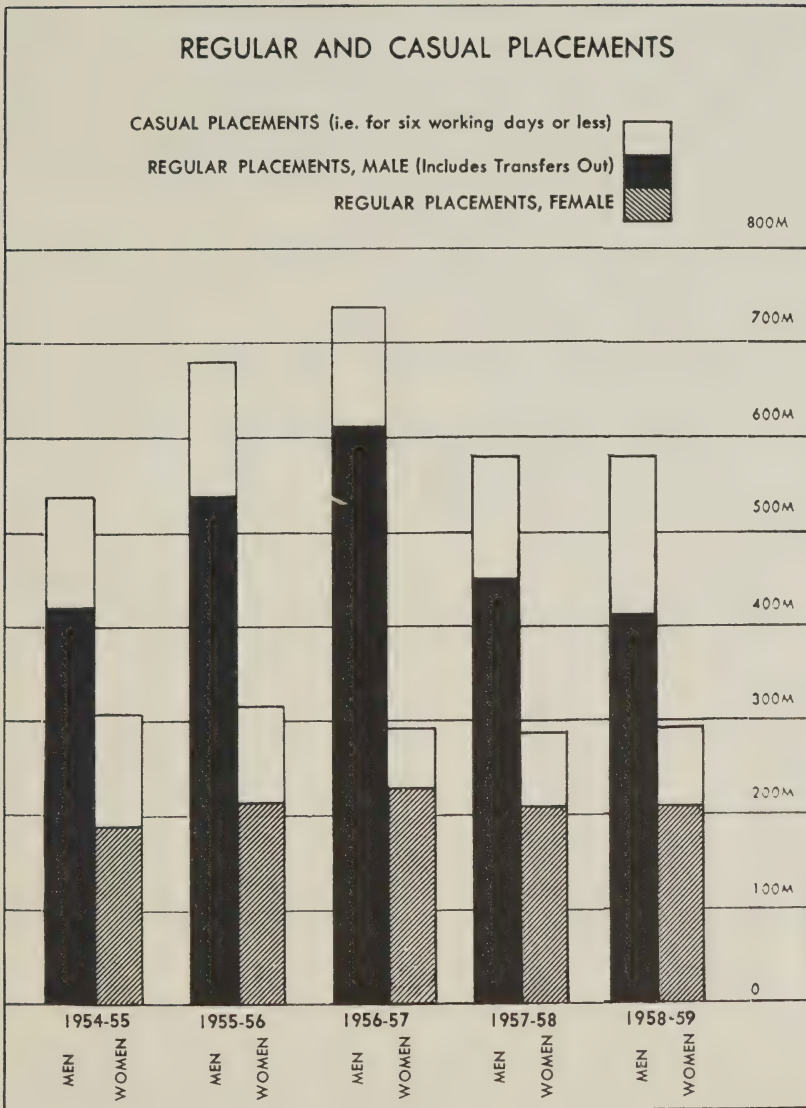
SERVICE TO INDUSTRIES

Primary Industries — As in the previous year, all primary industries, with the exception of some branches of agriculture, had an adequate supply of labour. This situation was a direct result of the continued increase in the labour force and the lack of extreme labour demands in most other industries.

A further drop in the demand for coal resulted in fewer employment opportunities in the coal mines, both in the east and the west. In some districts there were intermittent layoffs. A tragic underground disaster at Springhill, N.S., closed down the major producing mine in that area. The transfer of unemployed mine workers to other mines and other industries in the Maritimes and elsewhere was carried out by NES in co-operation with other interested agencies. All the displaced workers were interviewed in an endeavour to uncover additional skills in anticipation of the fact that many of them would have to seek employment in other occupations, and possibly outside the area. Recruiters' visits were arranged by the NES and applicants were re-interviewed against definite offers of employment.

Gold and base metals mines encountered adverse conditions, but these improved somewhat by the end of the period. Employment in these fields was restricted, on the whole, to filling vacancies caused by normal turnover. One major copper producer on the west coast closed down for a prolonged period. A recent reorganization, however, has revived these mine workings, and many of the former crews were rehired. Three new asbestos mines came into production during the period, providing additional employment in the Eastern Townships of Quebec.

The uranium mines in Ontario and the Prairies expanded operations, thus increasing employment for miners. On the other hand, close to 1,000 miners were gradually laid off in the Elliot Lake area during the winter months following the introduction of new efficiency measures. Many of these miners were readily absorbed by other mines in Canada. Towards the end of the fiscal year, there was a demand for additional miners in the



Elliot Lake area, and some difficulty was encountered in finding experienced miners. The NES assisted the industry in meeting its local shortages of labour through transfers-in from distant points.

Canada's major nickel mine operated at peak production until September of 1958 when some 13,000 mine workers engaged in a strike which lasted three months. The NES office in the area was extremely busy during the strike period, handling an increase in the numbers of persons unemployed as a direct result of the strike.

The first Canadian potash mine located in Saskatchewan went into production during the fiscal year.

The petroleum industry experienced another year of reduced crude oil production. This necessitated continued efforts by the NES in relocating both skilled and unskilled workers into suitable employment. The continued activity in the search for minerals, oil and gas in the northern areas increased employment opportunities. The labour requirements were met by the NES through its clearance procedure.

With a more stable force in the industry and reduced employment opportunities in mining, the NES nevertheless placed 10,528 workers. This was a decrease of only 2,357 placements in comparison to the previous year.

Employment activity in forestry was generally at a lower level when compared to the peak season of 1956-57. As most of the woods operators reduced their cuts slightly under the 1957-58 programs, employment in the woods was reduced. Strikes and forest fires prevailed in certain areas, thus further curtailing employment opportunities. However, during the last months of the fiscal year a certain buoyancy was noted in the industry. This was caused by the extension of some cuts, thus providing prolonged and additional employment.

There were fewer Canadian workers from areas in Quebec engaged in temporary logging operations in the states of Maine, New Hampshire, Vermont and New York. The NES was instrumental in meeting the labour requirements in forestry to the extent of 21,282 placements, as against 24,396 in the previous year.

Employment in the fishing industry presented a varied pattern. On the Atlantic seaboard, Nova Scotia was the only province to have an increase in the catch over the previous year. Other provinces in this area reported lower yields. On the Pacific coast, the fishing industry enjoyed its most successful season on record, the salmon catch being almost double that of 1957. Crews for whaling ships for the west coast were again recruited in the eastern provinces through the NES. Notwithstanding the fact that the industry is generally one of self-employed persons, some placements were made through the NES.

In agriculture, there were differences in employment opportunities between provinces and within provinces but on the whole there were fewer workers employed in this industry. The major influences were the increased use of mechanical equipment and an erratic weather pattern. A drop in the over-all harvest yield in the Maritimes reduced employment considerably. In Quebec, agriculture, on the whole, recorded a good year. There were increased opportunities for farm workers, most of whom were recruited locally. The Ontario harvest was at a record level, creating a shortage of farm workers in certain districts which was relieved to some extent by movements of workers from the Atlantic provinces and the Prairies. The labour supply and demand in the Prairies was in very close balance. For the first time in many years the grain provinces did not find it necessary to develop an organized movement of harvesters from the east. The only shortage of labour that developed was in the sugar beet fields, but this was met through the clearance of orders within the region, the bulk of workers

being recruited on Indian reserves in Saskatchewan and Northern Alberta. With a better supply of local labour, agricultural needs in British Columbia were met by the combined efforts of the NES and provincial authorities, mainly through an increase in the use of casual workers.

Suitable dairy and general farm workers were recruited and referred to year-round employment by many of the National Employment Offices. The recruitment and placement of day-to-day groups of workers for the market gardens located in the vicinity of the larger metropolitan areas in Canada reached record proportions. Also noted was the substantial increase in the number of women employed on farms in practically all provinces.

As in previous years, shortages of seasonal agricultural workers were avoided through organized movements directed by the NES under the Federal-Provincial Farm Labour Agreements as summarized below.

NATIONAL MOVEMENTS

Sugar beet thinning — Alberta	From Northern Alberta and Saskatchewan to Lethbridge, Alberta	976
— Ontario	From Manitoba	41
Hay and grain harvesting		
— Ontario	From New Brunswick, Nova Scotia and Newfoundland	276
— Ontario	From Prairie Region	92
Potato picking — Prince Edward Island	From Nova Scotia and New Brunswick	666

INTERNATIONAL MOVEMENTS

Tobacco harvesting — Ontario and Quebec Regions	From the U.S.A.	2,147
Potato planting — Maine, U.S.A.	From New Brunswick	230
Potato picking — Maine, U.S.A.	From Quebec	4,126
— Maine, U.S.A.	From New Brunswick	2,293
Bean picking — Maine, U.S.A.	Day-haul from New Brunswick	25
Apple picking — New York State, U.S.A.	From Quebec	98
— Quebec	From Vermont, U.S.A.	129

Placements made by the NES in agriculture totalled 89,713, showing an appreciable increase of 23,527 placements over the previous year.

Manufacturing—In most of the major groups of manufacturing industries, production was at a slower pace throughout the year. Generally, the decrease in activities was attributed to a gradual reduction of previously built-up inventories of finished products. Another factor was industrial unrest in Canada and in the U.S.A. In the latter case, production in Canada was halted because the supply of essential parts was cut off.

As a result, employment in manufacturing industries, while generally remaining at a fairly even level, was lower than in the previous year. An exception was in the food and beverages industries where employment was

consistently higher. Some of the major industries where employment was noticeably lower were: rubber products, iron and steel, transportation equipment, motor vehicles, motor vehicle parts and accessories, electrical apparatus and supplies, and textiles. Total manufacturing employment followed the usual seasonal trends, with higher levels being reached in June, July and September.

Late in February, 1959, a sudden lay-off of over ten thousand skilled aircraft workers took place in the Ontario Region. On receipt of this news, immediate steps were taken to deal with the emergency. Specially selected employment officers were sent to the area to assist the local office in claims taking and in registering for employment the personnel affected by the lay-off. An immediate meeting was called of all National Employment Service local office managers in the area to decide on the best and quickest means of establishing contact between the laid-off employees and prospective employers. Visits to employers were accelerated and particular attention was given to those employers likely to be in a position to utilize the available skills. In addition, a program of direct solicitation of employers by telephone was undertaken, while newspaper, radio and direct mail advertising on behalf of the applicants were also used effectively.

Despite the general slow-down in production, it is significant that many industries — steel, textile, food and beverages, and paper products (roofing), to name a few — undertook expansion of their manufacturing facilities, mostly in the provinces of Quebec and Ontario.

In keeping with the general production and employment situation, vacancies notified (orders received from employers) decreased by approximately three per cent during the year. However, in spite of the reduced activity, there was a slight increase in the number of placements effected, 175,076 as compared to 172,535 for the previous year.

Supply of manpower to manufacturing industries was maintained without undue difficulty. In some regions there was occasional evidence of a shortage of skilled personnel in such trades as machinists, tool-makers, die setters and welders. In those cases NES clearance procedure was brought into action to meet employer demands.

Construction — The construction industry made a good recovery during the year under review and exceeded the previous all-time high record of 1956. Government financing contributed in large measure to the upswing in house construction, but, on the other hand, industrial unrest had some effect on employment in certain areas. There was a continuing good demand for construction workers, but vacancies listed with the NES were filled without much difficulty.

Work on the St. Lawrence River Seaway and Power projects advanced on schedule. As some of the contracts were completed, workers were laid off and the services provided by the special unit in the local office in Cornwall were not in as great demand.

Work on the nickel development in Northern Manitoba was well advanced, with a large number of workers employed on various construction projects in the area. The NES was able to supply skilled tradesmen through

clearance. A start was made on the South Saskatchewan River Dam project, with sufficient local labour available.

Contracts were awarded for various construction projects for the mining development in Northern Quebec. The NES clearance facilities were extensively used to recruit help for those projects.

As in previous years, large numbers of construction workers were referred to employment on various defence projects throughout the country.

During the summer and fall months there was a fairly constant demand for experienced pipeline personnel in the Prairie and Ontario Regions, and NES clearance facilities were used to recruit Canadian workers. Skilled American workers were admitted during this period *only* when qualified Canadians were not available. The NES again consulted the Pipeline Contractors Association of Canada and trade unions regarding pipeline welding courses for the purpose of training Canadian workers. This resulted in courses being provided at certain centres enabling more Canadians to obtain employment as welders during the pipeline construction season.

As a result of agreements between the dominion and provincial governments, a municipal winter works program was carried out, starting on December 1, 1958, and continuing throughout the winter months. To the end of the fiscal year this plan provided employment for 32,592 workers, a large number of these being supplied by NES local offices.

Transportation — Highway transportation continued to expand, with very little difficulty being experienced in supplying employers with help.

The dieselization program of the railway companies was continued, resulting in some lay-offs. No difficulty was experienced in supplying extra gang workers for track work and other projects during the summer and fall months. As a result of the heavy snowfall during the winter in many centres, a considerable number of workers were supplied for snow removal operations.

During the navigation season on inland waters, the NES had many calls for a wide variety of workers, with suitable help being provided.

With increased traffic in all phases of air operations, many workers were supplied to airlines by the NES. These consisted not only of technically trained workers, but those required as trainees for specific jobs.

Public Utilities — To encourage house building and industrial development, many cities and towns continued to extend their various services. Several large Hydro developments neared completion, while others had only reached the planning stage. NES offices were called upon to supply suitable workers.

Trade — There was a continued demand for experienced sales personnel throughout the country during the period under review. A special campaign was carried on during the fall months by the NES in an endeavour to obtain suitable help for employers in the retail trade during the Christmas season. During the rest of the year, the NES continued to

develop further job opportunities with the larger and smaller employers, with marked success.

Although an adequate supply of applicants was available in most centres, some employers continued to use part-time workers, many of whom were obtained through the local offices of the NES.

Again this year, employers in certain centres requested the assistance of the NES in staffing new shopping centres and stores. In this connection, NES offices were successful in obtaining experienced help as well as trainees.

Finance, Insurance and Real Estate — A good demand for clerical workers in insurance, finance and real estate offices was maintained and the services of the NES were used to obtain such workers. These were largely in the field of replacement rather than to meet any notable expansion programs.

From real estate offices there was the usual demand for commission salesmen and experienced office workers, with more help being available than in the previous years. In the main, employers' requirements were satisfactorily met.

Services — The service industry continued to offer a wide field of employment opportunities to both male and female workers. Because of the easier labour market, the NES was able to supply many employers in the service industry with help which had been difficult to obtain in previous years.

The Department of National Defence continued to hire all its prevailing rate employees through the local offices of the NES. Meetings were held with that department to improve the service to prospective applicants living adjacent to defence projects and also to supply workers for remote defence areas. The Post Office Department again utilized the services of the NES on a national scale to recruit Christmas help and many workers were placed for this short period of employment. Demands for help from provincial and municipal government departments were also satisfactorily met.

The United States Air Force continued to use the NES for the recruitment of personnel for civilian maintenance work at their Newfoundland and Labrador stations. This demand was largely met by workers available in Newfoundland or in the other Atlantic provinces. The operating contractor on the DEW Line continued to recruit all his Canadian workers through the NES. This employer's representative was again provided with space in NES local offices during his recruiting campaign across the country, during which time immediate and anticipated needs were met.

EXECUTIVE AND PROFESSIONAL

This type of employment work is concerned with applicants possessing technical, professional or executive qualifications and with employers in need of such personnel. During the fiscal year, the NES effected 6,008 E & P placements. These placements covered a wide range of occupations. Accountants, engineers, executives, nurses, design draftsmen, social workers, lab technicians, and managers were particularly prominent. About 87 per

cent of these placements were male, with the balance being mainly in such occupations as nursing and social work. Just over half of all placements were made at special offices located in the regional centres of Montreal, Toronto, Winnipeg and Vancouver where the largest concentration of workers in E & P classes are located.

E & P work includes the operation of a placement and counselling service at Canadian universities and colleges. The type of service ranges from the operation of a full-time office on the campus, as the official placement agency of the university, to partial or itinerant service at others. In the former category, the campus office has the full responsibility for all placement activities, both as regards continuing employment for members of the graduating classes and also summer and part-time jobs for undergraduate students.

The annual university student employment campaign was again used effectively to assist in the orderly placement of university students. This project constitutes a very important part of the employment service at universities. The campaign opened with a letter from the Minister of Labour to a carefully compiled list of some 4,500 employers across Canada requesting them to list job openings for students — either summer or continuing jobs — with the National Employment Service. Placement activities continued even after the close of university classes in the spring to assist students who had not found employment up to that time. By mid-summer most of the students seeking employment had found jobs.

Some undergraduates either failed to obtain the type of summer work they desired or their employment was not of sufficient duration, resulting in their return to employment offices for further referral to jobs.

The 1958 edition of *A Bulletin on the Supply and Demand Situation in Regard to University Graduates* was published in the late fall as a supplement to previous annual bulletins. A considerable demand for this bulletin has developed over the years, with counsellors at high schools and universities finding the material of real value to them in their career counselling duties. Some 4,500 copies were distributed to schools, universities, libraries, professional societies and associations and other interested parties in Canada, the United Kingdom and the U.S.A.

The yearly bulletin on starting salaries being offered to the current year's university graduates as reported by employers in the university student placement campaign was published early in the year. This information was made available to NES offices, other government departments, and to others on request. The E & P section also co-operated with the Dominion Bureau of Statistics in the distribution of their bulletin on *1958-59 Registrations at Canadian Colleges and Universities* to some 1,200 recipients on regional and head office circulation lists.

Considerable work was done at head office in the revision of information circulars on the professions. New circulars were published on surveyors and occupational therapists, and preliminary work was done on several more covering other professions.

Competition in the placement of professional and technical personnel

from private employment agencies continued. Nevertheless, the executive and professional service of NES continued to obtain new employer customers and retain those of long standing.

The Director of the Employment Service wrote to a selected list of some 1,500 Canadian students studying at American universities and colleges informing them of Canada's continued interest in their future, and inviting them to use the NES when they returned to Canada on the completion of their studies. The list included students in the final year of a degree course and those taking post-graduate work. The assistance which employment offices gave to students who approached them on their return well justified the time and effort expended.

Considerable time was given to many letters of enquiry from nationals of commonwealth and foreign countries concerning employment opportunities in Canada.

Close liaison was maintained with professional societies and associations through regular visits to association headquarters and attendance at their meetings and conventions.

Other methods used to promote E & P service and to acquaint the general public with NES functions were by press releases, radio talks and speaking engagements of head office, regional office and local office officials.

SPECIAL PLACEMENTS

The special placement section of the employment service provides applicants who require these services to ensure proper adjustment in the world of work. Youth, handicapped, occupationally maladjusted, and those employment counselling and selective placement to certain categories of who have personal problems which impede their obtaining or retaining a job form the main groups of applicants served by this section. This latter group includes those who are meeting resistance in finding work because of age and those recently released from penal institutions. The service involves the study of medical, educational and employment backgrounds to determine the most suitable occupational classification for the applicant. Psychological testing and training or retraining of workers of all ages also come within the scope of this phase of employment work.

A great deal of emphasis during the past year was placed on additional training of the staff selected to perform this specialized placement work. Training through area schools was extended to 80 full-time special placement officers who had not had formal training in university courses organized by the Commission or in the area schools for special placement officers held in 1957. Seven additional schools were held in six of the provinces to bring the total number to date to 27. The staff members involved were mainly those in the larger offices and a few in other local offices who had been recently appointed as special placement officers.

As was the case in the earlier area schools, provincial rehabilitation authorities and agencies engaged in allied fields participated in the training. Since most of the students involved had many years of experience in special placement work, training sessions during these one-week schools took the form of seminars under the leadership of a course co-ordinator.

Because of staff changes and additions since the university course for special placement officers in 1954-55, the Commission sponsored one-month university courses during the summer of 1958 at the University of Western Ontario (for English-speaking officers) and the University of Montreal (for French-speaking officers). The courses were attended by 48 special placement officers of the NES and eight casualty welfare officers of the Department of Veterans Affairs.

The Head of the Department of Physical Medicine and Rehabilitation of each university concerned was the co-ordinator of the course and the lecturers were drawn from the Department of Psychology and the School of Medicine. The purpose of these courses was to improve the efficiency of the special placement officers in employment counselling and to develop a greater understanding of applicants' problems. The presence of the Department of Veterans Affairs officers gave the students an opportunity to exchange ideas on the service of organizations outside the Commission and the ways in which all contribute in solving these special employment problems.

A brief summary of operations in the special placement field is given below.

Testing Services — In the operation of a public employment service, there are many occasions when the results of standard tests can be of great assistance in the process of matching applicants and job vacancies. While tests cannot substitute for the skilled, well-conducted interview, they can contribute much to the assessment of the interests, abilities and skills of applicants, and thus result in more accurate occupational classification. Since the establishment of test units in some of the larger NES offices in 1951, it has been demonstrated that they can be a very great asset to the employment function of a local office. Furthermore, when test results are used in conjunction with information obtained from other sources, they become an invaluable in-service tool in the counselling process.

During the past year, 15,871 psychological and achievement tests were given to 8,870 applicants in 14 local offices where testing facilities have been introduced. In line with the objective of the Commission to expand test facilities in local offices, three test units were established in offices in Toronto during 1958. Plans are under way to install testing units in some 14 additional local offices in the next few years.

Placement of Handicapped Persons — During the 1958 calendar year, a total of 14,845 handicapped applicants who required a certain degree of presentation to employers were placed in employment. This is a decrease of over 3,100 from the figure for the previous year, and reflects a picture of a general tightening of employment conditions with fewer vacancies available. In addition, a total of 84,411 counselling interviews were held with this particular group of applicants, which is an increase of 2,225 over the previous year.

New Entrants to Employment — Efforts were continued to expand the program of close co-operation between local offices and educational and youth-serving agencies in the community with a view to assisting young

people to develop a suitable vocational plan. NES worked closely with the vocational guidance service in the schools. Addresses were given to students in grades IX to XI in order to impress upon them the necessity of completing their high school education. In certain areas of the country, local officers participated with school authorities in arranging for individual student counselling by specialists in various occupations and industries. A booklet entitled *Are You Thinking Of Leaving School?* was produced during the year. Extensive radio publicity, in advance of publication, was obtained and a wide distribution of the booklet itself was under way at the end of the fiscal year.

Employment counselling and placement service for those who must leave school, for one reason or another, was provided. In this connection, almost 111,200 counselling interviews were conducted with entry applicants during the calendar year. It is important to note that, as a result of counselling by special placement officers, a significant number of young people, potential school drop-outs, decided to return and pursue further studies.

Direction to Vocational Training—Direction of individuals to vocational training courses under various Dominion-Provincial Agreements and to courses in training centres approved by the Commission resulted in many people receiving training in occupations where demand for workers had exceeded the supply. During the year, a total of 4,510 claimants received unemployment insurance benefit while attending vocational training courses. This was more than double the number of claimants directed to training during the previous year.

Co-operation with Outside Agencies—Good working relations were maintained with both federal and provincial government departments, national associations and agencies representing the handicapped, those interested in youth, employer and employee organizations, and others.

Close co-operation was also maintained with the National Co-ordinator of Civilian Rehabilitation and with provincial co-ordinators. During the year, NES representatives from regional and local offices participated in a rehabilitation conference held in the Atlantic Region for the purpose of establishing closer liaison with representatives of organizations interested in rehabilitation.

Relations with the Penitentiaries Branch and provincial authorities on behalf of ex-inmates were satisfactory, and effective assistance, in co-operation with after-care agencies, was given in the rehabilitation of this group of applicants. During 1958, NES regional and local representatives participated in regional conferences which were held from Vancouver to Halifax on the after-care of ex-inmates. These were sponsored by the Remissions Branch of the Department of Justice.

Urban Integration of Selected Indians—Close co-operation was maintained with the Indian Affairs Branch of the Department of Citizenship and Immigration regarding the urban integration of selected young Indians. Under this program, the Commission has accepted responsibility for the placement in employment of these Indians in urban centres. Since they

fall largely in the class of entry applicants and require counselling and additional assistance in placement, this function is carried out by special placement officers. This program, which was initially implemented in 1957 in Toronto, Winnipeg and Edmonton, was very successful. During 1958, this joint effort was further extended to the following centres: Quebec, Montreal, North Bay, Sturgeon Falls, Sudbury and Sault-Ste-Marie.

Publicity—The Commission was indebted to the Poster Advertising Association of Canada and to its member companies for providing panel space as a public service for the third poster carrying the "Hire the Handicapped" message. The continuation of the campaign, which started in 1956, has done much to make the public more conscious of the work potential of the physically handicapped.

The Montreal local office worked in close co-operation with the Council for the Guidance of the Handicapped for the "Employ the Handicapped" week. Similar campaigns were also conducted in 16 other centres in the province of Quebec, under the guidance of the regional office of the NES. These well-organized community efforts were also covered by local newspapers, radio and TV stations.

VETERANS' PLACEMENT

Since veterans comprise about 10 per cent of unplaced male applicants registered for employment, service to veterans constitutes an important feature of placement work in the NES.

Veterans are classified into five separate classes as follows: 1914, 1939, 1914 and 1939, Korea, and 1939 and Korea. Many of these veterans, particularly the 1939 and Korea veterans, have been absorbed into the regular work forces of the nation, but others such as the older veterans of 1914, due to increased age and inroads of physical disabilities, constitute an increasing problem in placement.

During the fiscal year, a total of 63,486 veteran placements were effected, of which nearly nine per cent were of older veterans. In common with over-all male placements, this figure showed a drop from the previous year, thus reflecting decreased economic activity in the year-to-year comparison.

In addition to providing assistance in finding employment, veterans are counselled or given assistance in other ways. This may involve help in applying for DVA benefits to which the veteran is entitled or the imparting of information concerning new legislation affecting his particular circumstances. In every case, the veterans' officer, whether he is fully employed as such or not, is readily available to the veteran to ensure that he receives veterans' preference in referral as well as his other rights as a veteran.

The past year was a heavy year for new veterans' legislation, either broadening present benefits, making legislation more inclusive, or increasing the monthly scale of benefits. This placed an additional load on offices which, in many cases, represented the first point of contact for the veteran. Head office and regional offices kept the field force fully informed of all new legislation. Newly appointed veterans' officers were given intensive

training at DVA district offices as soon as possible after appointment and, in addition, refresher courses for veterans' officers, conducted by DVA officials, were held at various centres as needed. Such courses were held at Saint John, New Brunswick, and Halifax, Nova Scotia, during the past year.

Joint DVA-NES-Canadian Legion boards were again active in some locations, notably in Ontario, and proved very helpful in solving the problems of veterans in the older age groups and those suffering disabilities.

Negotiations continued during the year to introduce a pre-release form for all discharges from the armed forces. These negotiations with the Department of National Defence were successfully concluded at the year-end, with agreement reached on all points. This service to ex-servicemen not classified as veterans will be additional to regular veterans' service and will introduce to the NES many persons whose only previous employment was with a branch of the armed forces.

ANALYSIS AND DEVELOPMENT

In addition to its regular functions, the analysis and development division was occupied during the year with projects involved in the Commission's endeavours to improve the effectiveness of its employment service operations. Material was provided for a series of area conferences attended by senior employment staff, and a considerable amount of time was spent on allocating among local offices the additional 150 positions which were established to strengthen the service.

Complete revisions were made to the Employment Manual sections dealing with employer relations work. A close scrutiny of local office effort was maintained, and comprehensive reports were prepared at regular intervals on the extent of service improvement.

Revision and refinement of employment service practices and procedures were made during the year and new techniques were developed in several instances to meet changing conditions.

Labour Market Information — An increasing demand for labour market information both for Commission needs and the needs of other departments of government was dealt with during the year. In addition to the many reports prepared regularly on data arising from the Commission's employment service operations, many special studies and analyses were made and reports prepared.

Apart from activity in connection with labour market conditions, considerable operational data were compiled and analysed as a continuing review of the effectiveness of employment service operations.

Employment Practices and Procedures — Major revisions were effected to the Employment Manual, involving the complete rewriting of those sections pertaining to employer relations and employers' orders and records. The policy and procedures relating to these aspects of employment service work were completely reviewed and analysed in conjunction with records of past performance and experience, and refinements and modifications were developed and incorporated into the new manual sections.

In addition, study and research were conducted in several other areas of employment service operations with a view to refinement and improvement of work methods and practices. In conjunction with this, use was made of inspection reports of local offices and other operational reports.

Numerous circulars of instruction were prepared embracing a wide range of employment service operations, including instructions on the general improvement of the service, procedures for dealing with United States workers temporarily employed in Canada, statistical reporting, municipal winter works projects, and reconciliation of insurance and employment records. Instructions were also issued in connection with a number of special surveys carried out during the year.

Many problems involved in the interpretation of matters of policy, instructions, and the application of procedures were investigated and advice provided as required. Eighty-four suggestions submitted under the Suggestion Award Plan were investigated, and adopted suggestions were appraised for award purposes. Where appropriate, arrangements were made to implement adopted suggestions.

Occupational Research—Further enquiries were received from local offices concerning the "Canadian Supplement to the Dictionary of Occupational Titles".

Information and advice were provided in response to requests from Commission officers and officers of other departments, pertaining to occupational information, trade questions, and the Dictionary of Occupational Titles.

At mid-year, as population data from the 1956 census became available on a local office area basis, revision of the Commission's local office area descriptions was commenced. The local office area descriptions comprise a detailed account of population, labour force, industrial pattern, and other economically significant features of each local office area, and while these are compiled and maintained for use in Commission operations, they have become a valuable source of area information to other government departments.

Studies in Penetration—Studies into the proportion of employers' hirings effected through local offices, as reported by offices in their Semi-Annual Summary of Employment Activity, were continued. These studies concern the relationship between local office placements and employers' hirings (known departmentally as "penetration"). They provide a useful indicator in the assessment of local office operations in terms of employment service effectiveness. Studies of the data, both on industrial and geographical bases, have enabled better planning of employer relations visits, and improved selection and placement operations in local offices.

Semi-Annual Report of Hirings and Separations—Two semi-annual surveys dealing with the monthly hirings, separations and numbers of workers on payroll of the approximately 60,000 largest employers in Canada were conducted.

After processing at head office, copies of survey reports were supplied to the respective local offices. These semi-annual reports provide the local

offices with valuable information on employment in their areas. They offer a means of determining the volume of hirings taking place within a firm or an industry, either locally or within the area as a whole. This, in turn, enables the local office to assess its placement performance in relation to total hirings for a firm, an industry, or an area. Such information is most useful to the local office in making comparisons of its effectiveness from period to period. In addition, as employment in certain firms and in certain industries fluctuates according to a seasonal pattern, the information obtained from the semi-annual reports is of assistance to the local offices in anticipating employers' requirements or, conversely, in planning for peak loads of persons seeking work.

Copies of the reports were also supplied to the Dominion Bureau of Statistics for tabulation. A number of tables produced from the reports show for Canada, for regions, and for local office areas, the numbers on payroll, hirings, separations, and turnover rates, by sex and by industry. Because these tables include data on labour turnover which are not elsewhere available, they are a valuable source of information on this subject to the Commission and to other government departments.

A schedule of separation rates, broken down by industry and regional areas, is supplied each six months to all large firms submitting reports. Hiring rates are also compiled and given to employers. In addition, numerous special studies are conducted on request, using the data provided by these reports.

THE EMPLOYMENT OF WOMEN

The female labour force continued to increase both numerically and as a percentage of the total during the fiscal year. The monthly average number of women in the labour force was approximately 1,510,000, which was 24.5 per cent of the total labour force. In the previous fiscal year, the comparable data were 1,436,000 and 24.1 per cent. It is noteworthy that, in September, 1958, for the first time, more married women than single women were working.

Women's placement activity in the National Employment Offices paralleled the growth of the labour force as 35,168 more women filed applications for employment and the number of women placed was 10,026 greater than last year. Reflecting the lull in the economy, 3,479 fewer vacancies were listed by employers.

Of the 867,368 persons who obtained employment through the National Employment Offices in the 1958-59 fiscal year, 296,207 were women, which was 34.2 per cent of the total. This was an increase of 0.9 per cent over the previous fiscal year in the proportion of women in the total placements.

The demand for workers is very susceptible to seasonal conditions and this was exemplified by the fact that 27.5 per cent of all female placement was in other than continuing jobs. Some of the industries which employed temporary and casual staff in large numbers included: agricultural, tourist, retail trade, wholesale trade, food processing, and those manufacturing products subject to seasonal demand, such as ice-cream, candy, toys, novelties and greeting cards.

Through the clearance facilities of the NES, 3,190 women transferred from the areas in which they were residing in order to obtain suitable employment. This was a decrease of 628 from the number who transferred a year ago, and was, undoubtedly, a result of the greater number of women who were seeking employment in a period when employers' staff requirements were less than formerly.

Immigrants admitted to Canada for employment in domestic service alleviated, in some measure, the urgent demand from housewives for that type of help. In most communities, Canadian women were readily available to meet the need for hourly-rated daily household workers, but because of their own home responsibilities very few were able to consider positions requiring them to live in. Of the 850 immigrant domestic workers placed through the women's employment divisions, 291 were from countries in Europe other than Greece, 328 were from Greece, and 231 were from the British West Indies and British Guiana. Inability of many of the Greek girls to communicate in either the English or French languages continued to be the chief factor affecting their placement.

Two hundred and fifty-nine Canadian hospitals and public health organizations requested clearance to the United Kingdom of their orders for nurses, and 342 nurses were admitted to Canada to fill these positions. This was 98 fewer than in the previous fiscal year.

Members of the staffs of the women's employment divisions maintained liaison with local, provincial and national women's organizations. They served as speakers and panel participants before such groups and took part in radio and TV broadcasts when topics of interest to employed women were discussed. Their services were also in demand as consultants on questions related to the employment of women. A considerable amount of labour market information and occupational data was disseminated.

GENERAL

Winter Employment Campaign — Again in the year under review, the NES played a prominent part in the government's winter employment campaign. Participation of NES staff in the work of promoting winter employment occurred at all levels. In Ottawa, officials of the employment branch represented the Commission on inter-departmental committees and participated actively in the National Conference on Winter Employment convened by the Minister of Labour in July, 1958. These officers also provided over-all direction of the work of local offices in promoting local campaigns all across the country; this involved co-ordination of the Commission's activities in this field with those of other government departments, the allocation and distribution of publicity material, the collection and dissemination of information, and the provision of advice and guidance where needed.

In each of the Commission's five regional offices a standing committee was established to encourage and guide the region's local offices. These committees are also responsible for promoting winter employment on a regional scale; to this end, senior regional officers established and maintained close liaison with provincial government officials and with leaders in other interested organizations operating on a regional scale.

However, the greatest contribution was made by 193 local National Employment Offices which, with the assistance of local committees of public-spirited citizens, organized and conducted vigorous local campaigns.

In addition to arranging the distribution of a very large quantity of posters, pamphlets, streamers and other publicity material provided by the Department of Labour, these offices and committees were successful in supplementing the national program of newspaper, radio and T.V. advertising by a much greater volume of local advertising and publicity of other kinds. Newspapers contributed editorials and news items, radio and T.V. outlets donated time and arranged special programs, and business and industry related their advertising to the winter employment campaign; in addition, labour unions and other organizations provided campaign workers, distributed material, and, in some cases, financed additional publicity. Panel discussions and meetings were arranged, films were shown, public announcements were made in churches, and many unique methods of spreading information were developed in individual areas.

These local campaigns, the Commission feels, were the most important contributing factor in the over-all success of the 1958-59 winter employment campaign.

This success, when measured in terms of public awareness of the problems and of public willingness to take whatever practical action is possible to minimize it, cannot be denied. But there is also ample evidence of a nature which points to a considerable degree of achievement in terms of employment provided and of workers being kept on the payroll who would otherwise have been laid off.

The Commission is glad of this opportunity to thank the many public-spirited citizens, all across the country, who so ably supported its officers in their campaign against winter unemployment. This support was given by many in the way of service on local winter employment committees and involved most of the activities described earlier in this report: others contributed directly with sponsored advertising, and by the employment of tradesmen and handymen, and the retention of workers on jobs which might otherwise have been left over until the summer.

Immigration — The Commission continued to co-operate with the Department of Citizenship and Immigration in all areas where the work of that department bordered on the National Employment Service's responsibility to provide all residents of Canada with service in employment matters. In the sphere of policy, the co-operation consisted of providing the Department of Citizenship and Immigration with information and advice regarding labour supply and demand.

Complementary procedures were worked out between the two departments in dealing with requests from employers for the recruitment of workers in foreign countries. Although the final responsibility as to whether or not such recruitment should be carried out rests with Immigration, the NES is first consulted and establishes to the best of its ability the availability or otherwise of non-immigrant workers to meet employers' needs. Similar co-operative procedures exist for dealing with requests for sponsored immigrants and workers from foreign countries whose services are

required in Canada for specialized work of temporary duration. Details of some of these operations appear elsewhere in this report.

In addition to the co-operative measures described above, certain classes and groups of immigrants, consisting largely of domestics and farm workers and including certain national groups such as Maltese and Greeks, were turned over to the NES at the port of entry by the Department of Citizenship and Immigration. The NES assisted such immigrants in arranging inland transportation, and where necessary, arranged for them to be housed temporarily at the Department of Labour's hostel at St-Paul-l'Ermite, P.Q. Such immigrants were subsequently despatched to areas where employment had been found for them.

Finally, it has been ascertained that large numbers of immigrants used the facilities of the NES not only when they first arrived in Canada but also when they were sufficiently established to seek employment in line with their qualifications and greater proficiency in the English or French language.

Transportation of Canadian Workers—Ninety-nine workers were moved at public expense from Windsor, Ont., and Springhill, N.S., as compared to 60 workers transferred during the previous fiscal year. In addition, 42 dependents and the household effects of 20 workers were transferred. Four of the dependents and two of the household effects were for workers transferred during the previous fiscal year from New Glasgow, N.S. In the previous year a total of 13 dependents were moved. The total cost of the movement at public expense was \$5,963, compared with the 1957-58 cost of \$2,147.

Added to the transportation provided at public expense, and excluding the movement of agricultural workers referred to elsewhere, the NES advanced transportation on behalf of employers to 382 workers at a cost of \$27,070, as compared to 1,700 workers at a cost of \$90,151 last year. The workers referred to in this paragraph are included in the much larger number of workers transferred from one area to another through the NES clearance operations for whom no transportation was provided or advanced. The total number of workers moved through clearance was 26,681.

EMPLOYMENT COMMITTEES

The National Employment Committee is established under the Unemployment Insurance Act, and its main function is to "advise and assist the Commission in carrying out the purposes of the Employment Service". Its members include representatives from labour and employer organizations, plus members from national groups representing women, agriculture, veterans, construction, retail trade and welfare. The committee is presided over by an independent chairman.

There are comparable committees, advisory to the Commission's regional directors, in each of the five regions and 70 local employment committees which carry out similar functions in their respective local office areas. Members of all such committees are appointed by the Unemployment Insurance Commission. In addition, there are 93 "ad hoc" committees formed for the sole purpose of developing winter employment locally.

These committees are not administrative agencies, but the Commission and its administrative officials have come to regard their counsel and advice on employment problems as very helpful.

During the fiscal year, the National Employment Committee held two meetings only, both in Ottawa (May and November, 1958), but the regional committees met more often. Local employment committees met regularly once a month, except during July and August.

From regional employment committees, the National Employment Committee received recommendations in the form of resolutions, many of them originating with local committees, covering employment matters. These were reviewed at the meetings of the National Employment Committee. Committee organization would be incomplete without these regional and local groups, as the variety and extent of the subjects and resolutions indicate the wide area of the discussions that have taken place at their meetings.

The National Employment Committee named a special sub-committee to consider the unemployment situation, as reflected in registrations at the NES, and two reports, both containing recommendations, were completed. One of the recommendations in the May, 1958, report was that special attention should be given to planning and developing municipal works for the purpose of relieving local unemployment. There were various other recommendations concerning immigration, housing, the farm labour force, general construction and civil defence.

The National Employment Committee sub-committee on "Education and Employment" recommended that the Commission publish a special booklet for distribution to students, parents and interested groups emphasizing the adverse effect that lack of education often has on an individual's future, from the standpoint of employment. This booklet, based on suggestions of the sub-committee, was completed towards the end of the fiscal year and was distributed shortly afterwards.

The National Employment Committee was represented at the National Winter Employment Conference, convened by the Minister of Labour in July, 1958, when financial incentives, as a means of stimulating winter work, were stressed.

Local committees were active in furthering the local winter employment campaigns referred to earlier in this report. These represented a tremendous organizational effort on the part of local employment and "ad hoc" committees.

Local employment committees continued their valuable services in many other ways. Through their contacts with the public and with the manager of the local office they have been in touch with the employment problems of the community. Through such liaison, employers were encouraged to use all local office facilities, and matters having an impact on local employment, and also those of national interest, were aired.

During the fiscal year, new local employment committees were established at Summerside, P.E.I., Edmundston, N.B., St. Stephen, N.B., Cranbrook, B.C., and Trail, B.C.

UNEMPLOYMENT INSURANCE

GENERAL

Heavier unemployment than usual occurred in the winter of 1957-58 and persisted into the spring and summer of 1958. The number of claims filed and the amount of benefit paid in 1958-59 was greater than in any previous year. The claims numbered 1,792,864 and the benefit paid was \$478,631,077.67.

Because unemployment was so much heavier than usual in the spring, special legislation was enacted in May, 1958, extending the period within which seasonal benefit could be paid from May 15 to June 28. This provision applied for the year 1958 only. It permitted unemployed persons who had not exhausted their seasonal benefit to continue drawing that benefit for a further six weeks or until they exhausted their entitlement, whichever occurred first.

Despite the heavy volume of claims filed during 1958-59, few delays occurred in the processing and payment of claims. Throughout the year, the field offices maintained a consistently high standard in this matter. The number of claims which, for any reason, fell into arrears for more than one weekly payment averaged less than one per cent.

Fishermen (including self-employed fishermen, who constitute the bulk of the fishing force) were brought under the unemployment insurance scheme in 1957 under special provisions which, generally speaking, restrict them to receiving benefit in the seasonal benefit period only. During 1958-59 approximately 29,000 fishermen made claims for benefit, as compared to 20,000 in the previous year.

COVERAGE

No major changes in coverage were made during the year. Minor amendments were made by regulation to clarify, or slightly modify, the coverage of certain part-time or casual employments.

Under the previous regulations, effective October 2, 1955, members of a municipal police force, though not required to be insured, could be insured provided the municipality consented to their being insured, and provided the employment commenced on or after January 1, 1956. Since 1955, 78 municipalities have consented to insuring members of their police force. During the past year, the regulations were amended so as to remove the restriction which formerly excluded those whose employment commenced prior to January 1, 1956.

Charitable institutions and hospitals may consent to insure their employees, although not required to do so, if they cover all employees in the groups or classes for whom consent is given. This provision has been in effect since September 1, 1943. During the year under review, 237 charitable institutions and hospitals took advantage of this permissive feature to insure some categories of employees.

Although provincial governments are not required to cover their employees under the Unemployment Insurance Act, which is a federal

statute, such employees may be insured if consent is given by the employing government. All provinces, with the exception of Quebec, have consented to insure employees of many of their departments. During the year 1957-58, the governments of four provinces commenced insuring additional groups of employees. Alberta consented to insure certain employees of the Provincial Department of Agriculture; Newfoundland began insuring specific groups of employees in its Department of Labour; New Brunswick began insuring certain classes of employees of the New Brunswick Liquor Control Board and Workmen's Compensation Board; and Prince Edward Island began insuring certain employees of the Provincial Department of Fisheries and the P.E.I. Temperance Commission.

The large number of elections for coverage under the Act by the three different classes of employers mentioned in the preceding paragraphs reflects the increasing extent to which such employers are becoming conscious of their social responsibility towards employees who would ordinarily be insurable if working for any other employer.

Head office reviewed some 13,500 letters written by the Commission's field offices throughout Canada to employers and other interested persons on matters of coverage. In addition, about 3,100 rulings were issued by the coverage division at head office on questions of insurability submitted by field offices or received directly from the public.

Under Section 30 of the Act, the Commission gave its formal decision in 20 cases where employers or employees were dissatisfied with opinions given by the Commission's officers with respect to the insurability of employees. Four cases were appealed to the Umpire under Section 31 and one was referred to the Umpire by the Commission under Section 33. The Umpire's decision on these five cases was pending at March 31, 1959.

The coverage division continued its research work in gathering and maintaining information on social insurance legislation in the United States, Great Britain and other commonwealth and foreign countries. The division also prepared reports and answered enquiries on various aspects of unemployment insurance in response to requests emanating in Canada and in other countries.

CONTRIBUTIONS

During the year 1958-59, several minor changes were made by regulation relating to the valuation of the earnings of self-employed fishermen, the delivery of contribution records at time of an employee's separation, and the period for which records are to be maintained by employers and kept available for inspection.

During the winter months, the number of initial claims computed, including those re-computed where necessary, approximated the number computed during the previous winter. However, in the full fiscal year 1958-59, 2,459,170 claims computations were made as compared with 2,169,179 made during the previous fiscal year, an increase of 13 per cent. This work was done at the five regional offices. The following table shows the number of computations in each region.

Region	1957-58	1958-59
Atlantic	309,372	345,233
Quebec	691,000	803,247
Ontario	659,258	720,114
Prairie	270,071	305,457
Pacific	239,478	285,119
	2,169,179	2,459,170

The contributions division maintains a master index of Canada's insured population. The volume of inquiries handled was less than in the previous year. In the year 1958-59, 349,960 inquiries were processed as compared to 420,113 during 1957-58.

The bulk payment method of making contributions continued to be popular with employers having a substantial number of insured employees. The number of permits issued was 1,013 as compared to 1,002 permits issued during 1957-58 and at March 31, 1959, a total of 7,017 permits had been issued to 7,870 companies and their subsidiaries.

Armed service contributions, which are made by the Department of Veterans Affairs in respect of short service veterans (those who enlisted prior to July 1, 1955, and served three years or less), declined from \$464,689.28 to \$48,534.40 and virtually disappeared as an item of collection after July 1, 1958.

CLAIMS

The increase in the volume of initial claims which commenced towards the end of 1957 continued until October, 1958, resulting in a record number of initial claims being filed. However, during November that trend levelled off and started to decline in December. The number of initial claims filed in the last four months of the fiscal year was substantially lower than the number filed in the corresponding period of the previous year. The largest increase over the corresponding period of the previous year occurred in the months of April to July, inclusive. In part, this was due to the extension of the seasonal benefit period from mid-May to June 28, 1958, which was effected by special legislation for the year 1958.

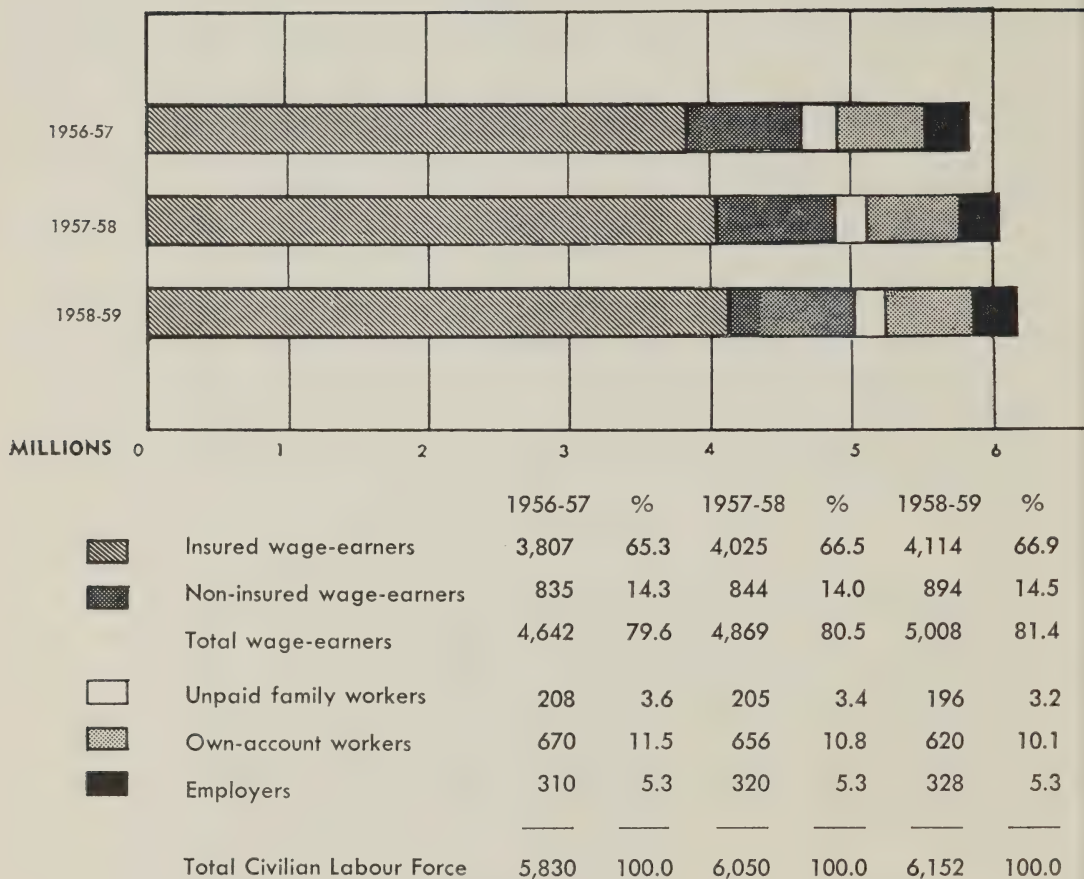
The same pattern applied to the number of persons claiming benefit at the end of each month during the year. At the end of April, May and June, 1958, there were approximately twice as many persons claiming benefit as there were during the corresponding months in 1957. The difference narrowed as the year progressed and the trend began to reverse in December, 1958. During the last four months of the fiscal year, fewer persons were claiming benefit than in the corresponding periods of the previous year.

Claims continued to be serviced promptly and any delays that did occur were usually due to the claimant failing to deposit his contribution records at the time he filed his claim.

The chart on the following page gives a comparison of the disposition of claims in the past five fiscal years.

CANADIAN CIVILIAN LABOUR FORCE

Annual average fiscal years ending
31 March 1957, 1958 and 1959



Source: Dominion Bureau of Statistics.

Claims processed during the year numbered 1,792,864, an increase of 119,974, or seven per cent over the previous year. Regular benefit periods were established for 1,079,242 claims and seasonal benefit periods established for 519,975 claims. The remaining 200,096, or 11 per cent of the total claims processed, had insufficient contributions to qualify for any type of benefit.

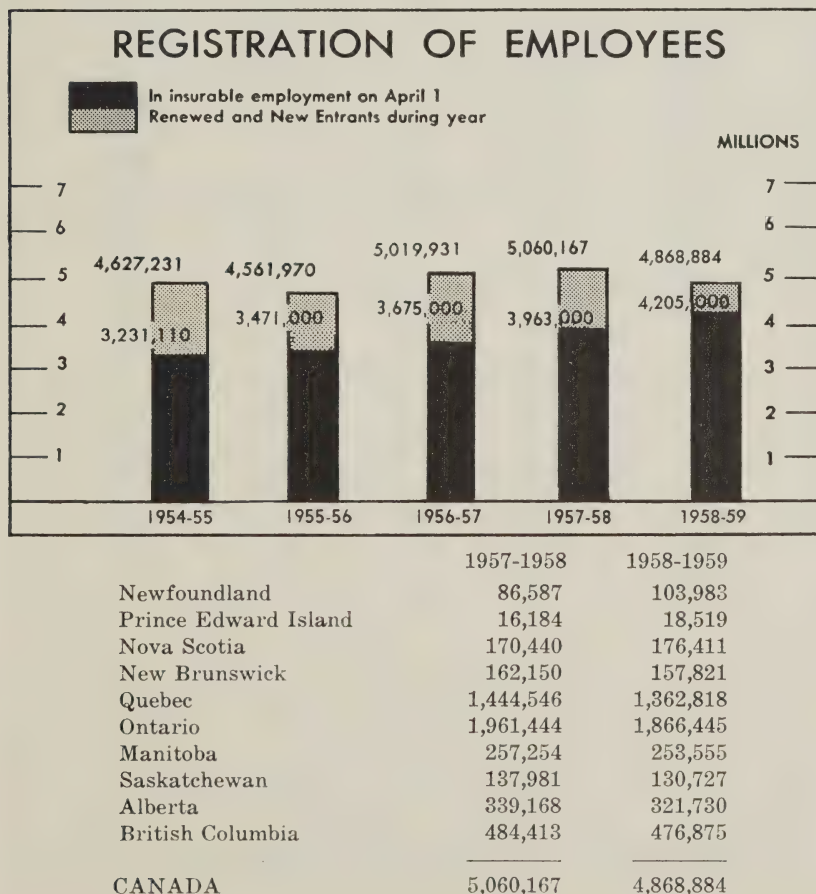
Benefit paid amounted to \$478,631,077.67, including seasonal benefit.

Of the benefit periods established, 1,416,027 (88.6 per cent) were established without disqualification, 112,569 (7.0 per cent) were established

with disqualifications of varying durations, and 70,621 (4.4 per cent) did not qualify in the first instance but established benefit periods later.

Of the 720,071 claimants who did not qualify for regular benefit, 247,055 failed to qualify because they had less than 30 weekly contributions in the 104 weeks preceding the week of the claim; 269,249 who had previously claimed in the preceding 104 weeks did not have 24 weekly contributions since that previous claim began or in the 52 weeks prior to the new claim; 203,602 had less than eight weekly contributions in the last 52 weeks or since the last claim began if that occurred less than 52 weeks previously; and 165 fishermen who were claimants for regular benefit had less than six weekly contributions in four consecutive calendar quarters in the seven calendar quarters prior to the week of the claim.

The number of disqualifications imposed on claims throughout the year was 273,677, including 112,569 imposed at the time the benefit period was established. These disqualifications were for varying periods. The



principal reasons for disqualification and the numbers of claimants affected were as follows: 75,142 claimants had left their employment voluntarily without just cause; 69,968 were not available for work; 23,786 neglected to produce their insurance books or in some other respect neglected to complete their applications for benefit; 21,511 refused offers of work; 17,874 were not working because of stoppage of work due to a labour dispute at their place of work; and 13,427 had lost their employment owing to misconduct. The remaining 51,969 disqualifications were imposed for such reasons as the claimant being in receipt of earnings, not unemployed, not capable of work or ceasing to work because of illness, injury or quarantine.

Of the 7,521 claims on which application was made to have the claim commence from a date prior to the week in which the claimant applied for benefit, 3,916, or 52 per cent, were allowed. In 32,966 cases claimants applied for an extension of the qualifying periods for reasons such as having been incapacitated or having worked in non-insurable employment during those periods. Of these, 24,871, or 75 per cent, were allowed.

Boards of referees dealt with 15,605 appeals by claimants against the decisions given by insurance officers. Of these appeals, 2,401 were allowed and the insurance officers' decisions were upheld in the remainder. In addition, 22 claims were referred by insurance officers to the boards of referees for decision. Of these, three were allowed by the boards and disqualifications imposed on the remainder.

During the year, the Umpire disposed of 155 appeals. Of these, 124 were made by claimants and their associations and 31 by insurance officers, an over-all increase of 10 from the previous year. The Umpire upheld the claimants or their associations in 44 cases and the insurance officers in 22 cases, dismissing the 89 remaining appeals.

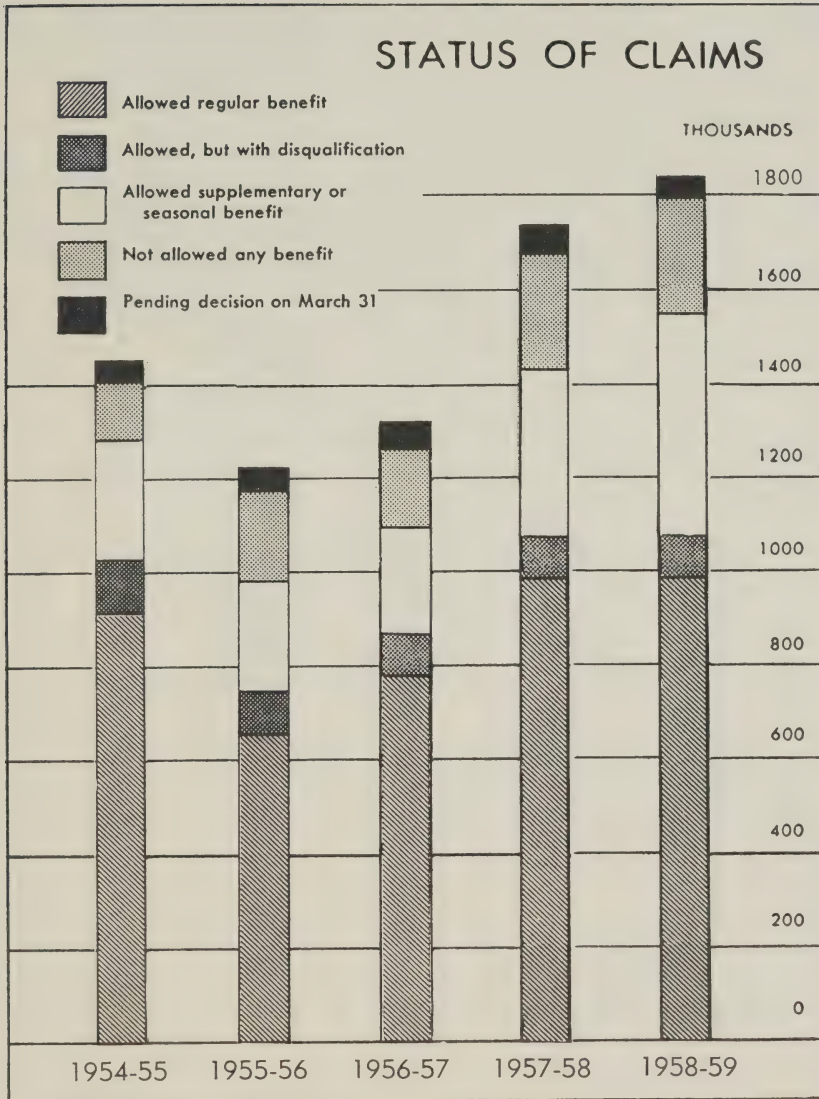
AUDIT

The number of regular employers subject to audit continued to rise steadily and reached 373,534 at the end of the fiscal year. This was an increase since April 1, 1958, of 16,788. To make audits and investigations of these employers, 294 auditors and an office staff of 159 clerks and stenographers carried out their duties at 34 district and 90 resident locations. From these offices, 190,720 audits and 31,336 investigations were made during the year.

The volume of investigation work increased considerably over previous years, owing mainly to cases of suspected illegal use of stamps and the necessity of making visits to casual stamp purchasers for the purpose of determining if their employees were properly insurable.

Special field surveys were undertaken in connection with the need for a change in the contribution method for stevedores; verification of earnings declared by claimants who formerly were employees of large enterprises which operate their own supplemental unemployment benefit plans; and possible extension of coverage to poultry farms.

The prime purpose of the auditors is to ensure that contributions are not allowed to fall into arrears and that each employee has his contribu-

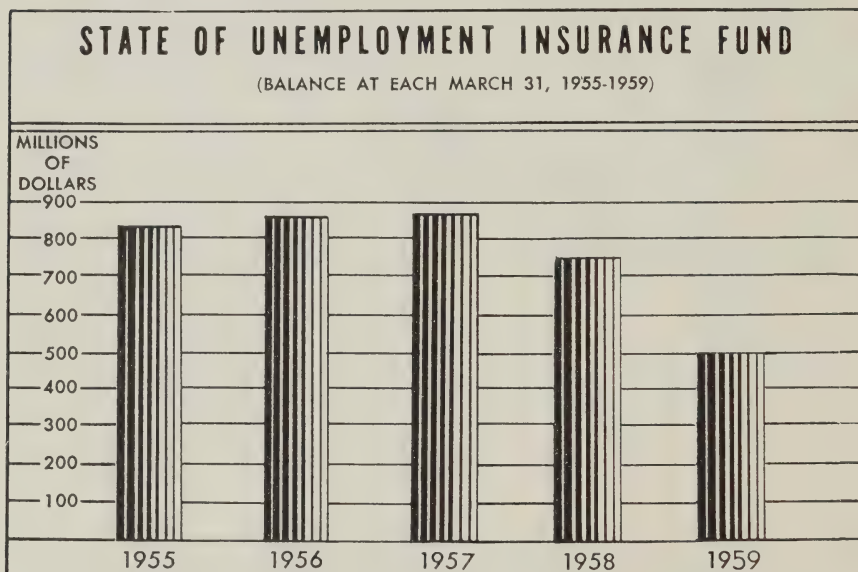


tions properly recorded to his credit. In addition to the 190,720 audit visits that were made to employers' premises, 192,232 letters were written to employers who did not appear to have purchased sufficient stamps or meter credits to keep their employees' insurance books up to date.

Overdue contributions established during the year amounted to \$1,740,336. In addition, \$48,814 in penalties was added in those cases where the employer had a previous record of delinquency. The amounts actually collected were \$1,696,215 in overdue contributions and \$47,631 in

penalties. The collection efforts of the auditors continued to produce commendable results, as in about 75 per cent of the cases where arrears were established the auditors made the collection before leaving the premises. A further 22 per cent was collected subsequently by the district auditors and through other collection procedures.

Despite the number of audit visits and the number of letters written, the incidence of delinquency remains high. In 46,717 audits (24.5 per cent of the audit visits made) overdue contributions were established by the auditor. As in other years, the deliberate offender comprises only a small segment of the employers found delinquent. Procrastination and carelessness continue to be the chief reasons why employers fall into arrears.



In addition to auditing employers' records, the auditors have duties in relation to enforcement. Where employer infractions are found, the auditor completes a special report for the enforcement branch and includes his recommendation for or against prosecution. In those cases where consent to prosecute is obtained, the auditor lays the charge and appears in court on behalf of the Commission.

Another part of the auditors' work is in the field of employer relations, especially in regard to smaller employers and those employers not easily reached by the local office. The auditors, in the course of the regular rounds, explain to these employers the advantages of using the National Employment Service and take particulars of employment opportunities that the employers may be offering.

RECIPROCAL ARRANGEMENTS WITH UNITED STATES

Under the reciprocal agreement made in 1942 between the governments of the United States and Canada, insured persons who have changed

their residence from one country to the other and have become unemployed may claim benefit from the country where they established benefit rights by filing interstate claims.

During the year, 4,021 interstate claims were filed against Canada by persons who had moved to the United States. This is an increase of 877 over claims filed in the previous year. The number of interstate claims filed against the United States by persons who had moved to Canada was 3,540, an increase of 1,153 over the previous year. The slight excess in the number of claims filed against Canada over those filed against the United States is a situation which has prevailed only in the last three years. Generally speaking, in all the years the agreement has been in effect, there has been approximate equality in the number of claims filed in each country.

UNEMPLOYMENT INSURANCE FUND

Benefit payments during 1958-59 amounted to \$478,631,077.67. Revenue from all sources amounted to \$234,242,110.31. This included employer, employee and government contributions, fines and penalties, and interest on investments. The excess of benefit payments over revenue was \$244,388,967.36. This left a balance in the fund at the end of the fiscal year of \$499,811,157.51. Benefit payments exceeded revenue in all months except August, September and October. The high month for benefit payments was April, 1958 (\$66.6 million). The payments fell to a low point of \$19.4 million in August and rose again to \$65.8 million in March, 1959.

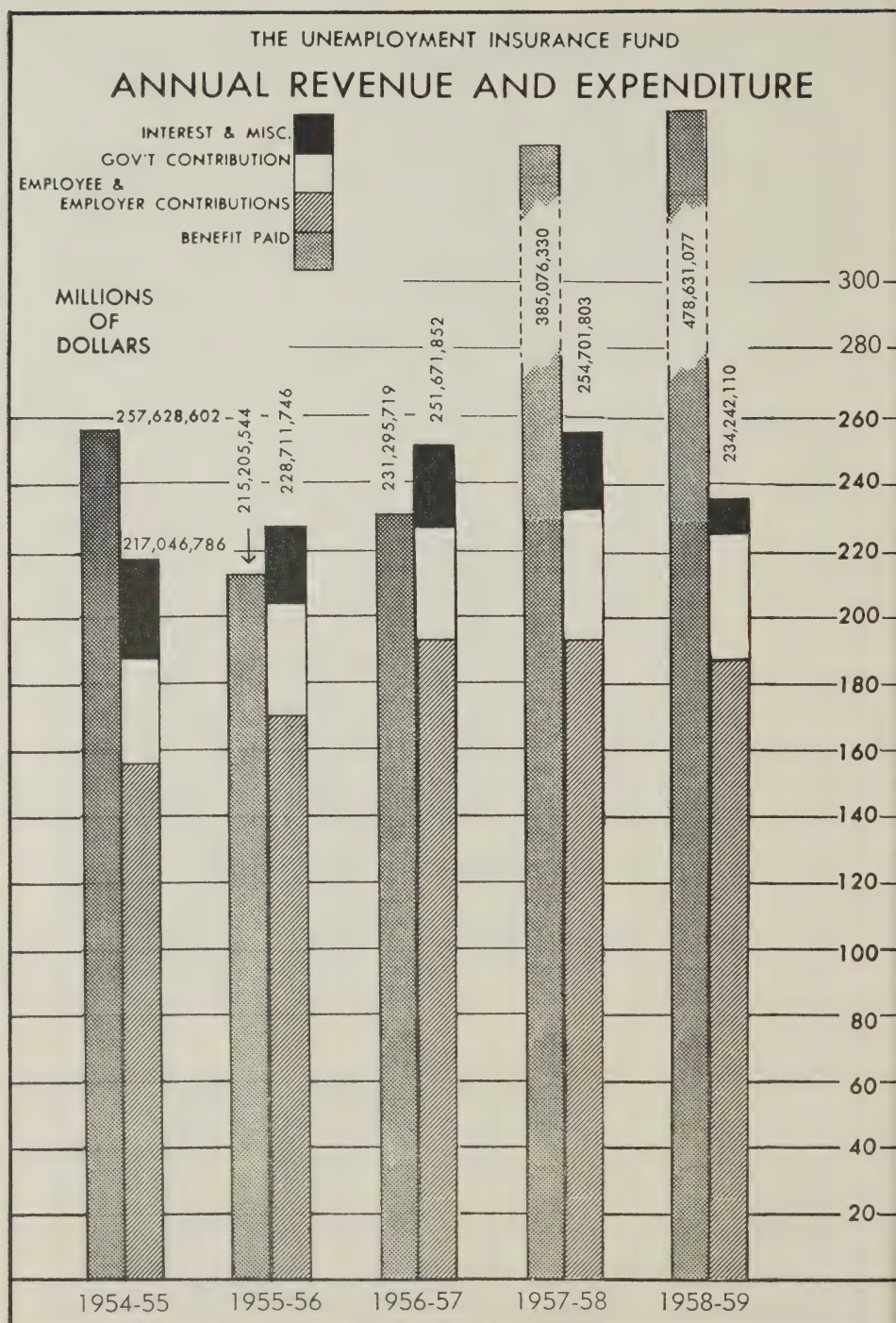
For comparison of the reserve in the fund with previous years see the chart on the following page.

With the exception of the amount maintained in chartered banks for redemption of benefit warrants and supplying local offices with cash for payment of benefit, the whole fund is invested in obligations of the Government of Canada. The investment committee which authorizes all investment transactions is a three-member committee consisting of the Governor, or Deputy Governor, of the Bank of Canada, and two persons nominated respectively by the Minister of Labour and the Minister of Finance. The book value of the investment securities on March 31, 1959, was \$485,547,639.20, and the par value was \$490,067,500. The average weighted yield of investments at March 31, 1959, was 3.58 per cent per annum, an increase of .23 per cent since the end of the previous fiscal year.

ADMINISTRATION

ENFORCEMENT

The main responsibility of the enforcement branch is to ensure that the provisions of the Unemployment Insurance Act and Regulations are observed by persons claiming benefit. Claims are investigated, any irregularities discovered are reported, and legal proceedings are instituted or penalties are imposed where the circumstances warrant. It is also the responsibility of the branch to review cases of employer infractions of the Act and Regulations referred by the audit division, and to determine whether or not prosecution will be undertaken. The enforcement branch is also concerned with the collection of amounts owing by employers whose



contributions to the unemployment insurance fund are in arrears, and the recovery of amounts paid to claimants whose non-entitlement to such amounts is later discovered. Exchequer Court proceedings and garnishment are sometimes instituted to effect collection of these amounts, but only in cases where there is ability to pay and other means of collection have failed.

Minor adjustments in the enforcement program continued during the fiscal year 1958-59, involving changes in the types of claims investigated and the procedures used. The extremely large number of claims made for unemployment insurance benefits resulted in a heavy volume of referrals for investigation. Although the field staff of the enforcement branch was increased, it was necessary in some districts to curtail the number of spot checks in order that enforcement officers might spend more time investigating the many cases where there was strong suspicion that false statements had been made to obtain benefit.

Statistical studies were continued to determine and improve the effectiveness of the enforcement program. Further thought was given to the problems and possibilities of mechanization from the enforcement point of view.

The number of investigations of suspected false statements increased from 13,818 in 1957-58 to 20,592 in 1958-59. The total number of investigations (including spot checks) increased from 60,079 to 67,702.

The number of detected punishable infractions continued to increase. The main reasons for this trend of increase are the development of new avenues of investigation and the adjustment of methods and procedures. The increase in 1958-59 was also due, in part, to the increased claims load and increased investigational staff. Comparative figures for the past three years are shown below.

	<u>1956-57</u>	<u>1957-58</u>	<u>1958-59</u>
Penalties imposed on claimants under Section 65 of the Act (for false statements)	4,999	8,565	13,089
Prosecutions undertaken (claimants)	649	900	1,325
Prosecutions undertaken (employers)	186	334	504
	<u>5,834</u>	<u>9,799</u>	<u>14,918</u>

There was an increase in the number and total amount of collections made through garnishment and through Exchequer Court proceedings. The following table gives comparative figures for the past two fiscal years.

	<u>1957-58</u>		<u>1958-59</u>	
	<u>Number</u>	<u>Amount</u>	<u>Number</u>	<u>Amount</u>
Employers: Garnishment	309	\$16,906	415	\$22,704
Exchequer Court	69	8,532	58	6,811
Claimants: Garnishment	78	4,367	226	11,765
Exchequer Court	5	217	77	5,587
	<u>461</u>	<u>\$30,022</u>	<u>776</u>	<u>\$46,867</u>

Enforcement personnel requirements were again reviewed and some territorial changes were completed to increase the number of coverage points. In Appendix VII of this report, a statistical summary of investigations completed by the enforcement branch in 1958-59 is provided. Appendix VIII contains a summary of prosecutions undertaken during the same period against employers and claimants for various infractions of the Act and Regulations. In addition to the legal action recorded in the latter appendix, there were nine prosecutions instituted under the Criminal Code.

PUBLIC RELATIONS

A new public relations program was formulated by the public relations branch and approved by the Commission. The program emphasizes the importance of the Commission's local offices as the base of public relations activities and provides for a continuing flow of all types of publicity material from head office to the field. A national publicity campaign will supplement the work of local offices across the country.

During the year, the public relations branch co-operated with other branches in the production of information and promotional booklets and pamphlets. A revised version of *The Nursing Profession in Canada* was produced, and a booklet entitled *Are You Thinking of Leaving School?* was completed. The text of a booklet on the older worker problem was completed by the end of the fiscal year. In addition, revision was made of an information booklet respecting the lumbering and logging industry; final production was being withheld until amendments to the Act were passed.

The monthly Questions and Answers column, in addition to publication in many newspapers and magazines, was used as material for training of the Commission's staff. The column is now printed regularly in 275 English language and 251 French language newspapers and magazines. A number of radio stations also use this material.

The public relations branch also conducted correspondence, both with the field staff and with the public, helped in providing co-ordination of the winter employment campaign, and prepared numerous speeches, statements, and press releases.

STAFF

During the year, 150 positions were added to the establishment for the purpose of re-emphasizing the employment service function.

The 1958 annual review of establishments resulted in an increase of 498 positions for the fiscal year 1959-60. Increased workloads and the opening of several new local offices were the contributing factors. Provision was also made for 388 upward and 12 downward reclassifications.

There were 7,570 regular employees on strength on March 31, 1959, as compared to 7,439 employees on March 31, 1958.

In addition, there were 2,620 casual employees on strength on March 31, 1959, as compared to 2,722 on March 31, 1958. However, during the peak period in 1959 there were 3,682 casual employees on strength as compared

to 3,366 during the same period in 1958. These employees are engaged to assist in the additional seasonal workload of claims for unemployment insurance benefit. The increase in the employment of casual staff over the previous fiscal year was due to the continued heavy influx of claims for benefit in the local offices.

The distribution of staff at the end of the 1958-59 fiscal year was:

	<i>Regular</i>	<i>Casual</i>
Head Office	344	12
Atlantic Region	798	385
Quebec Region	2,088	821
Ontario Region	2,362	835
Prairie Region	1,093	393
Pacific Region	885	174

The staff turnover decreased from the previous fiscal year. Figures for the last three fiscal years are: 1956-57, 13.94 per cent; 1957-58, 12.35 per cent; and 1958-59, 11.76 per cent.

During the year, studies were continued by the establishment review division to maintain and develop the Commission's staffing, classification, and fixed establishment program.

In addition, a joint committee of UIC and Civil Service Commission personnel began studies of the salaries and classifications of UIC positions. These studies, which are still proceeding, have already resulted in salary and classification revisions affecting two classes of employees, and recommendations will shortly be made concerning a third group. These studies will be continued in 1959-60.

As a result of the application of the revised rating program introduced three years ago, further experience has been gained with respect to the development of principles and practices most beneficial to the Commission and its employees. In view of the revealed need for a thorough evaluation of the performance of managerial and supervisory employees as a basis for better utilization of their capabilities, the review of performance has been confined to employees of managerial and senior supervisory classifications. In addition, the program was extended during the year to the appraisal of the potential of these employees in the interests of personnel planning and development.

STAFF TRAINING

The Commission's training program was highlighted by two supervisory training programs.

Eleven area schools were conducted throughout the country at which 178 of the senior insurance personnel were taught a program for the development of potential supervisors. These 178 instructors then concluded a five-month training program with 412 potential supervisors.

Nine additional area schools were conducted throughout the country at which 167 senior regional officials and local office managers were taught a

short course in supervisory development. These 167 officials then concluded a four-month supervisory development course with their senior officers.

Both of these courses have established a pattern for senior personnel development to be followed through the next fiscal year.

The Commission's induction training program is continuing.

Four additional topics were added to the Commission's work training program. These consisted of: the employment service; insurance claims inquiries; insurance coverage; and postal claims taking by agents.

Two university courses were conducted. Thirty employees attended a four-week course (in English) at the University of Western Ontario and 27 employees attended a similar four-week course (in French) at the University of Montreal.

Seven hundred and seventy-three employees completed the career course — barrier — during the year. Five hundred and ninety-two employees enrolled. At the end of the year there were 891 employees actively engaged in this course, which is continuing.

INSPECTION

Owing to high staff turnover, some delay in recruitment of new inspectors, and the extensive engagement of three inspectors on a special assignment for a total of 67 man-weeks, there was a reduction in the number of offices inspected during the last fiscal year. Offices covered were as follows:

	Local Offices		District Audit Offices	District Enforcement Offices
	General Inspection	Cash Verification		
Atlantic	14	10	2	7
Quebec	16	19	1	2
Ontario	18	27	2	1
Prairie	5	10
Pacific	6	16	1	1
	—	—	—	—
TOTAL	59	82	6	11

While the production figures would indicate a greater number of offices covered than in the previous year, the apparent greater coverage is explained by the fact that the offices covered were smaller offices.

The inspection of district audit offices and district enforcement offices which has now been in effect one year has proven to be satisfactory insofar as it has been possible to provide the service. When greater coverage can be given, the results should be more positive.

Also, because of shortage of inspectors, the services of travelling supervisors have been utilized to augment inspection teams. This service has been in addition to the regular duties performed by travelling supervisors.

STANDARDS AND METHODS

This division continued to carry on its normal activities of developing, promoting and maintaining standard practices in the various offices of the Commission; reviewing existing methods and procedure with a view to their improvement; and planning and implementing new systems.

The division provided the usual assistance to the other divisions of the Commission in conducting special investigations and surveys. After months of planning, the division, with the assistance of other officers, devised the necessary instructions, procedures and forms for the implementation and installation in the Prairie Region of a pilot mechanical system for the payment of insurance benefit. It is anticipated that this system will be continued on a trial basis to permit evaluation of its operation prior to its applications in other regions.

During the year, officers of the division were frequently requested to act in an advisory capacity on projects undertaken by other branches and divisions of the organization. These officers also made substantial contributions to the committee work performed at head office.

Many surveys to determine the advisability of opening new local offices and of appointing agents to serve in the more remote areas of Canada were completed. Studies of the growth and distribution of population were made in several larger cities with a view to forecasting the needs of the Commission to provide to the public in these areas the most efficient service possible.

In respect of the work performed by the division to provide suitable accommodation for the Commission's staff, 23 new premises were occupied. Of this number, 16 were located in new federal buildings where working conditions for the staff were considerably improved.

Additional space was acquired at five locations, temporary accommodation for use in emergency situations was obtained in nine locations, and "blitz" space for short-time occupancy was obtained in four locations. Approximately 175 new and revised layouts and sketch plans, showing alterations and renovations, were prepared.

It was found that employees made good use of the Suggestion Award Plan to bring to the attention of management ways and means by which improvement of service could be realized. During the past year, approximately 1,200 suggestions were received. Of this number, some 150 were adopted and the saving effected therefrom was estimated to be \$34,000. Commencing on April 15, 1958, for a period of six weeks, the Suggestion Award Board launched a suggestion contest which brought in 4,300 suggestions. The Commission's share of this was 650, representing 15 per cent of all the suggestions entered in the contest.

Other activities of the division included the review and editing of approximately 1,500 circulars and releases containing procedural instructions, the control of forms, and the review of communications services in offices of the Commission.

COMMISSION OFFICES

As of March 31, 1959, the Commission operated 244 offices. Of this number 199 were permanent offices, 35 were branch offices, and 10 were

itinerant offices. Of the 10 itinerant offices, only five were still open at the time of writing.

The Commission has instituted a system whereby agents are appointed to complete all the necessary documents in connection with applications for unemployment insurance benefits. In this way, applicants who live too far from local offices are able to make their applications with a minimum of delay. The system substantially reduces the amount of correspondence with postal applicants. Agents appointed during the period under review numbered 58. Regionally, the appointments were: Atlantic, 17; Quebec, 19; Ontario, 11; Prairie, 3; and Pacific, 8.

Year Ending	Regional Offices	District Offices	Local Offices		Agency	Itinerant Offices	Total
			Regular	Branch			
Mar. 31/42	5	4	109	118
Mar. 31/43	5	4	195	11	215
Mar. 31/44	5	4	194	16	2	..	221
Mar. 31/45	5	5	191	24	2	62	289
Mar. 31/46	5	4	191	30	2	68	300
Mar. 31/47	5	4	187	26	2	93	317
Mar. 31/48	5	..	189	24	2	60	280
Mar. 31/49	5	..	178	40	2	70	295
Mar. 31/50	5	..	181	37	2	71	296
Mar. 31/51	5	..	181	35	2	64	287
Mar. 31/52	5	..	186	34	1	36	262
Mar. 31/53	5	..	188	34	1	21	247
Mar. 31/54	5	..	191	33	1	8	238
Mar. 31/55	5	..	192	35	1	8	241
Mar. 31/56	5	..	201	28	1	6	241
Mar. 31/57	5	..	202	26	1	5	239
Mar. 31/58	5	..	202	29	3	8	247
Mar. 31/59	5	..	199	35	..	10	249

LEGAL

The legal branch drafted amendments to the regulations dealing with fishermen and also with the benefit, contributions, coverage and general regulations.

One of the regulations of the Commission, Section 48A, dealing with private fee-charging employment agencies, which was enacted effective January 4, 1959, was challenged in court; the regulation was subsequently revoked as the field covered by the regulation is under provincial jurisdiction.

The branch also assisted the Department of Justice in drafting amendments to the Act.

Work was also occasioned by an *Act for the Temporary Extension of Seasonal Benefit Periods under the Unemployment Insurance Act* which had been drafted in the previous fiscal year.

The work of the legal branch increased in certain matters and decreased in others. More cases were dealt with concerning benefit appeals

to the Umpire, defalcation cases, secrecy of records, coverage cases, special consents for court cases, and enforcement cases generally. There were fewer hearings before the Umpire, as well as fewer reviews of supplemental unemployment benefit plans, damage claims, and Reinstatement in Civil Employment Act claims.

A marked increase occurred in the following: 33 coverage cases this fiscal year as compared to nine last year; 125 special consents as compared to 73 last year; and 349 enforcement cases this year as compared to 129 last year.

The type of case which decreased considerably was the reinstatement in civil employment case, of which there were only five as compared to 13 last year. The legislation ceased to be generally applicable in 1958 and the type of case that will likely occur only in small numbers concerns seniority and pension rights.

In summary, the legal branch completed 1,022 cases this year as compared to 1,002 last year.

Following is a table of the cases dealt with during 1958-59.

Review of benefit appeals to the Umpire	207
(175 claimants appeals and 32 Commission appeals)	
Attendance at hearings of the Umpire as counsel	15
Supplemental unemployment benefit plans	25
Defalcation cases	20
Damage claims	13
Secrecy of records	15
Reinstatement in civil employment cases	5
Coverage cases	33
Cases dismissed by magistrates and reviewed	
for advisability of appealing	13
(three were recommended, of which two were successful)	
Special consents re enforcement cases	135
Model consents redrafted and approved	13
Over-all number of enforcement cases	349
185 involving claimants	
142 involving employers	
22 miscellaneous matters	
Forms approved	138
Releases and circulars approved	130
<hr/>	
Cases brought forward from 1957-58	178
Cases received in 1958-59	936
Cases completed in 1958-59	1,022
Cases brought forward to 1959-60	92

ADMINISTRATIVE COSTS OF THE UNEMPLOYMENT INSURANCE
COMMISSION DURING THE PERIOD APRIL 1, 1958 TO
MARCH 31, 1959

Salaries and Wages	\$30,335,738.22
Living and Other Allowances	31,723.05
Professional and Special Services	88,869.09
Commission to Post Office Department	743,981.54
Canadian Corps of Commissionaires Services	234,011.60
Travelling and Removal Expenses	716,164.84
Freight, Express and Cartage	123,712.91
Postage	964,855.66
Telephones, Telegrams and Other Communication Services	368,155.34
Publication of Departmental Reports and Other Material	14,441.38
Exhibits, Advertising, Films, Broadcasting and Displays	78,946.23
Office Stationery, Supplies and Equipment	1,345,914.02
Unemployment Insurance Stamps	49,863.00
Materials and Supplies	2,868.92
Rental of Office Accommodation	1,069.00
Acquisition of Equipment	8,312.74
Repairs and Upkeep of Equipment	4,007.57
Rentals of Equipment	797.73
Municipal or Public Utility Services	2,883.94
Unemployment Insurance Contributions	46,614.12
Umpire, National Advisory Committee, National, Regional and Local Employment Committees, Boards of Referees	124,173.43
Sundries	3,353.17
	<hr/>
	\$35,290,457.50

APPENDIX I

LOCATION OF OFFICES OF THE UNEMPLOYMENT INSURANCE COMMISSION

Head Office — OTTAWA, Ont.

REGIONAL OFFICES

Atlantic Region — Moncton, N.B. Ontario Region — Toronto, Ont.
 Quebec Region — Montreal, Que. Prairie Region — Winnipeg, Man.
 Pacific Region — Vancouver, B.C.

NATIONAL EMPLOYMENT SERVICE OFFICES

Newfoundland

Corner Brook
 Grand Falls
 *St. John's

Prince Edward Island

*Charlottetown
 Summerside

Nova Scotia

Amherst
 Bridgewater
 Dartmouth
 Glace Bay
 *Halifax
 Inverness
 Kentville
 Liverpool
 *New Glasgow
 New Waterford
 North Sydney
 Pictou
 Springhill
 *Sydney
 Sydney Mines
 Truro
 Yarmouth

New Brunswick

*Bathurst
 Campbellton
 Chatham
 Edmundston
 *Fredericton
 Minto
 *Moncton
 Newcastle
 Oromocto
 Sackville
 *Saint John
 St. Stephen
 Shediac
 Sussex
 Woodstock

Quebec

Acton Vale
 *Alma
 Arvida
 Asbestos
 Beauharnois
 Buckingham
 Causapscal
 *Chandler
 *Chicoutimi
 Coaticook
 Dolbeau
 *Drummondville
 East Angus
 Farnham
 Forestville
 Gaspé
 Granby
 Grand'Mère
 Grindstone Island
 (Magdalen Islands)
 *Hull

Quebec (Cont.)

*Joliette
 Jonquière
 Lachine
 Lachute
 La Malbaie
 La Tuque
 Lévis
 Longueuil
 Louiseville
 Magog
 Maniwaki
 Matane
 Mégantic
 Mont Laurier
 Montmagny
 Montmorency
 *Montreal
 Northern
 Western
 Centre
 Eastern
 Business
 Youth and
 Professional
 New Richmond
 Plessisville
 Port-Alfred
 *Quebec
 Richmond
 Rimouski
 *Rivière-du-Loup
 Roberval
 *Rouyn
 Ste-Agathe-des-Monts
 Ste-Anne-de-Bellevue
 St-Hyacinthe
 St-Jean
 St-Jérôme
 Ste-Thérèse
 Sept-Iles
 *Shawinigan
 *Sherbrooke
 Sorel
 Thetford Mines
 *Trois-Rivières
 Val-d'Or
 Valleyfield
 Victoriaville
 Ville-St-Georges

Ontario

Amprior
 Barrie
 Belleville
 Bracebridge
 Brampton
 *Brantford
 Brockville
 Carleton Place
 Chatham
 Cobourg
 Cochrane
 Collingwood
 *Cornwall

Ontario (Cont.)

Dunnville
 Elliot Lake
 Fort Erie
 Fort Frances
 *Fort William
 Galt
 Gananoque
 Goderich
 Guelph
 *Hamilton
 Hawkesbury
 Hearst
 Ingersoll
 Kapuskasing
 Kenora
 *Kingston
 Kirkland Lake
 *Kitchener
 Learnington
 Lindsay
 Listowel
 *London
 Long Branch
 Midland
 Napanee
 Newmarket
 Niagara Falls
 *North Bay
 Oakville
 *Orillia
 *Oshawa
 *Ottawa
 *Owen Sound
 Parry Sound
 *Pembroke
 Perth
 Peterborough
 Picton
 Port Arthur
 Port Colborne
 Port Hope
 Prescott
 Renfrew
 *St. Catharines
 St. Thomas
 Sarnia
 Sault-Ste-Marie
 Simcoe
 Sioux Lookout
 Smiths Falls
 Stratford
 Sturgeon Falls
 *Sudbury
 Tillsonburg
 Timmins
 *Toronto
 Centre
 Eastern
 Western
 Business,
 Youth and
 Professional
 Trenton

Ontario (Cont.)

Walkerton
 Wallaceburg
 Welland
 Weston
 *Windsor
 Woodstock

Manitoba

*Brandon
 Dauphin
 Flin Flon
 Portage la Prairie
 St. Boniface
 Selkirk
 The Pas
 *Winnipeg

Saskatchewan

Estevan
 Moose Jaw
 North Battleford
 Prince Albert
 *Regina
 *Saskatoon
 Swift Current
 Weyburn
 Yorkton

Alberta

Blairmore
 *Calgary
 Drumheller
 *Edmonton
 Edson
 *Lethbridge
 Medicine Hat
 Red Deer

British Columbia

Chilliwack
 Courtenay
 Cranbrook
 Dawson Creek
 Duncan
 Kamloops
 Kelowna
 Kitimat
 Mission City
 Nanaimo
 *Nelson
 *New Westminster
 North Vancouver
 *Penticton
 Port Alberni
 *Prince George
 Prince Rupert
 Princeton
 Quesnel
 Trail
 *Vancouver
 Vernon
 *Victoria

Yukon Territory

Whitehorse

APPENDIX II

EMPLOYMENT OPERATIONS BY THE LOCAL OFFICES OF THE UNEMPLOYMENT INSURANCE COMMISSION, APRIL 1, 1958, TO MARCH 31, 1959 BY PROVINCES

Province		Applications Registered	Vacancies Notified	Total Placements	Regular (1) Placements	Casual (2) Placements
Newfoundland	Male	68,137	4,019	2,773	1,904	869
	Female	5,816	1,269	806	776	30
	Total	73,953	5,288	3,579	2,680	899
Prince Ed. Island.....	Male	15,045	5,174	4,062	2,336	1,726
	Female	4,939	2,579	2,175	1,473	702
	Total	19,984	7,753	6,237	3,809	2,428
Nova Scotia.....	Male	101,207	18,513	17,453	12,677	4,776
	Female	26,730	9,157	7,147	5,115	2,032
	Total	127,937	27,670	24,600	17,792	6,808
New Brunswick.....	Male	107,596	17,883	17,634	14,140	3,494
	Female	27,888	8,293	6,438	5,018	1,420
	Total	135,484	26,176	24,072	19,158	4,914
Quebec.....	Male	741,602	153,781	137,497	105,867	31,630
	Female	248,576	85,798	67,534	53,915	13,619
	Total	990,178	239,579	205,031	159,782	45,249
Ontario.....	Male	983,687	240,845	212,931	160,192	52,739
	Female	379,446	130,303	100,052	81,798	18,254
	Total	1,363,133	371,148	312,983	241,990	70,993
Manitoba.....	Male	127,950	43,099	36,849	26,126	10,723
	Female	56,404	25,398	19,476	11,849	7,627
	Total	184,354	68,497	56,325	37,975	18,350
Saskatchewan	Male	85,850	28,854	25,789	19,174	6,615
	Female	34,830	14,981	11,220	8,304	2,916
	Total	120,680	43,835	37,009	27,478	9,531
Alberta	Male	165,624	62,643	51,107	38,737	12,370
	Female	65,322	35,982	24,174	17,336	6,838
	Total	230,946	98,625	75,281	56,073	19,208
British Columbia....	Male	364,731	71,676	65,066	41,809	23,257
	Female	148,458	67,098	57,185	29,173	28,012
	Total	513,189	138,774	122,251	70,982	51,269
Canada	Male	2,761,429	646,487	571,161	422,962	148,199
	Female	998,409	380,858	296,207	214,757	81,450
	Total	3,759,838	1,027,345	867,368	637,719	229,649
Comparable Totals						
1957-1958	Male	2,700,384	683,429	572,230	452,083	120,147
	Female	963,241	384,337	286,181	211,838	74,343
	Total	3,663,625	1,067,766	858,411	663,921	194,490

(1) Includes Transfers-Out.

(2) Placements are termed "Casual" when the duration of the employment is six or less working days' duration.

APPENDIX III

EMPLOYMENT OPERATIONS BY THE LOCAL OFFICES OF THE UNEMPLOYMENT INSURANCE COMMISSION, APRIL 1, 1958, TO MARCH 31, 1959, BY REGIONS

Region		Applications Registered	Vacancies Notified	Total Placements	Regular (1) Placements	Casual (2) Placements
Atlantic.....	Male	291,985	45,589	41,922	31,057	10,865
	Female	65,373	21,298	16,566	12,382	4,184
	Total	357,358	66,887	58,488	43,439	15,049
Quebec.....	Male	741,602	153,781	137,497	105,867	31,630
	Female	248,576	85,798	67,534	53,915	13,619
	Total	990,178	239,579	205,031	159,782	45,249
Ontario.....	Male	928,905	225,200	199,026	149,296	49,730
	Female	366,058	125,538	96,128	78,757	17,371
	Total	1,294,963	350,738	295,154	228,053	67,101
Prairie.....	Male	442,851	152,227	129,631	96,634	32,997
	Female	171,592	81,789	59,446	41,182	18,264
	Total	614,443	234,016	189,077	137,816	51,261
Pacific.....	Male	356,086	69,690	63,085	40,108	22,977
	Female	146,810	66,435	56,533	28,521	28,012
	Total	502,896	136,125	119,618	68,629	50,989
Canada.....	Male	2,761,429	646,487	571,161	422,962	148,199
	Female	998,409	380,858	296,207	214,757	81,450
	Total	3,759,838	1,027,345	867,368	637,719	229,649
Comparable Totals						
1957-1958.....	Male	2,700,384	683,429	572,230	452,083	120,147
	Female	963,241	384,337	286,181	211,838	74,343
	Total	3,663,625	1,067,766	858,411	663,921	194,490

(1) Includes Transfers-Out.

(2) Placements are termed "Casual" when the duration of the employment is six or less working days' duration.

APPENDIX IV NUMBER OF CLAIMS RECEIVED AND THEIR DISPOSAL DURING THE YEAR 1958-1959 BY PROVINCES

	Total	New-found	Prince Edward Island	Nova Scotia	New Brunswick	Quebec	Ontario	Manitoba	Saskatchewan	Alberta	British Columbia
INITIAL CLAIMS											
Pending 31 March, 1958.....	53,929	2,360	235	1,939	2,175	20,768	14,128	1,715	1,208	3,612	5,789
Received—in person.....	1,513,968	25,391	8,060	66,687	55,992	474,982	551,514	57,040	31,400	72,943	169,959
—postal.....	278,896	35,024	3,184	20,691	28,427	90,900	35,222	11,681	15,490	13,127	25,150
Total.....	1,846,793	62,775	11,479	89,317	86,594	586,650	600,864	70,436	48,098	89,682	200,898
Allowed—Regular benefit:											
No disqualification.....	923,724	19,931	3,818	42,305	32,634	292,963	331,016	35,387	23,465	47,973	94,232
With disqualification.....	95,310	2,116	349	3,470	2,598	22,774	38,146	4,424	3,027	6,241	12,165
Allowed—Fishing benefit:											
No disqualification.....	300	51	10	160	48	6	4	1	—	—	20
With disqualification.....	191	69	—	116	2	1	1	—	—	—	2
Allowed—Seasonal benefit:											
No disqualification.....	463,711	17,652	3,761	22,705	29,828	164,735	128,968	18,160	13,104	20,084	46,714
With disqualification.....	16,461	1,040	65	513	739	5,931	4,171	845	553	811	1,793
Allowed—Seasonal benefit—Fishing:											
No disqualification.....	28,292	8,666	2,140	5,893	4,285	1,523	844	567	6	—	4,368
With disqualification.....	607	444	5	45	31	20	2	13	—	—	47
Total Allowed.....	1,528,596	49,969	10,148	75,207	70,165	487,953	501,152	59,397	40,155	75,109	159,341
Not Allowed—Either regular or SB:											
Pending 31 March, 1959.....	270,717	11,120	993	11,845	13,787	80,840	87,069	9,374	6,521	11,634	37,534
Total Allowed, Not Allowed, and Pending.....	1,846,793	62,775	11,479	89,317	86,594	586,650	600,864	70,436	48,098	89,682	200,898
RENEWAL AND REVISED CLAIMS:											
Pending 31 March, 1958.....	19,790	534	33	640	683	5,942	5,776	473	428	1,456	3,825
Received 1 April, 1958 to 31 March, 1959.....	1,270,341	36,432	3,524	72,255	40,723	384,827	457,287	39,047	24,124	58,722	153,400
Total.....	1,290,131	36,966	3,557	72,895	41,406	390,769	463,063	39,520	24,552	60,178	157,225
Allowed:											
No disqualification.....	1,061,527	32,170	2,982	64,436	34,907	315,190	381,224	30,826	19,796	48,908	131,088
With disqualification.....	161,108	3,762	475	5,739	4,393	58,707	58,254	6,005	3,254	7,372	16,932
Not Entitled.....	32,628	446	37	1,363	1,090	12,788	10,208	705	700	1,217	3,984
Appeals to Boards of Referees.....	16,172	71	21	514	255	3,336	5,937	1,250	409	1,174	3,203
Appeals to Unemployment Insurance Commission:											
—Not Approved.....	133	—	—	—	2	48	48	4	5	6	21
Pending 31 March, 1959.....	18,563	517	42	816	759	5,708	6,287	550	388	1,501	1,995
Total.....	1,290,131	36,966	3,557	72,895	41,406	390,769	463,063	39,520	24,552	60,178	157,225
Antedates—Approved.....	3,916	49	24	215	151	917	2,000	57	46	142	315
—Not Approved.....	3,605	170	9	376	116	862	1,147	87	84	207	547
Extension of Qualifying Period:											
—Approved.....	24,871	221	44	774	1,275	8,377	8,067	718	399	1,043	3,953
—Not Approved.....	8,065	187	9	187	294	3,214	3,188	66	80	292	717
Dependency—Not Approved.....	29,807	2,985	145	847	1,181	9,633	8,596	1,306	642	1,651	2,821

APPENDIX V

GROSS AMOUNT OF BENEFIT PAID, REASONS FOR CLAIMS DISALLOWED, AND DISQUALIFIED, AND
NUMBER OF INTERSTATE CLAIMS DURING THE YEAR 1958-1959, BY PROVINCES

	Total	New- foundland	Prince Edward Island	Nova Scotia	New Brunswick	Quebec	Ontario	Manitoba	Sas- katchewan	Alberta	British Columbia
REGULAR BENEFIT PAID	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$
From 1 April, 1958 to 31 March, 1959, . . .	362,155,762	10,145,148	1,540,308	16,220,854	13,743,252	119,038,204	119,705,165	13,347,424	9,293,221	17,001,703	42,120,483
SEASONAL BENEFIT PAID (Estimated)											
From 1 April, 1958 to 31 March, 1959, . . .	116,475,316	7,714,644	1,517,027	6,868,255	8,528,029	38,751,504	29,424,952	4,241,077	3,122,459	3,824,467	12,482,902
Total,	478,631,078	17,859,792	3,057,335	23,089,109	22,271,281	157,789,708	149,130,117	17,588,501	12,415,680	20,826,170	54,603,385
REASONS FOR REGULAR CLAIMS DISALLOWED:											
Not 30 weeks (Sec. 45 (1) (A))	(1) 278,949	17,523	3,219	15,997	16,193	77,102	82,532	10,704	7,890	13,076	34,713
Not 8 weeks (Sec. 45 (1) (B))	(2) 284,437	12,197	2,072	14,266	16,932	99,040	80,622	10,716	7,644	10,595	33,353
Not 24 weeks (Sec. 45 (2))	(3) 216,233	9,132	1,673	10,665	15,545	76,904	55,900	7,539	4,648	8,857	25,350
Not 6 weeks (Fishing Reg s)	(4) 169	50	—	73	—	3	—	—	2	1	40
Total,	779,788	38,922	6,964	41,001	48,670	253,049	219,054	28,959	20,184	32,529	90,456
REASONS FOR DISQUALIFICATION:											
Not Unemployed,	9,198	245	29	534	255	3,156	2,870	311	472	472	864
Not Capable of Work,	8,417	146	29	401	345	1,974	3,850	210	151	238	1,763
Not Available for Work,	69,968	987	186	2,221	1,976	21,043	27,720	4,069	2,127	4,057	5,982
Loss of Work Due to Labour Dispute,	17,874	1,245	1	61	21	1,194	11,694	27	21	232	3,378
Refusal of Work,	19,972	1,122	41	620	488	6,945	7,437	873	634	1,088	1,734
Neglect of Opportunity for Work,	1,539	3	3	147	24	192	1,491	40	28	56	236
Failure to Carry Out Written Direction,	2,610	—	8	42	20	1,222	1,201	24	2	58	33
Non-Attendance at Course of Instruction,	111	1	3	13	5	33	23	9	9	620	1,172
Employment Lost by Own Misconduct,	13,427	176	37	560	263	5,000	5,030	365	184	5,341	10,440
Voluntary Leaving Without Just Cause,	75,142	1,641	346	2,732	2,399	22,460	24,020	3,792	1,971	—	—
Inmate of Prison or Resident Outside of Canada,	199	3	6	31	24	48	53	—	4	8	22
Failure to Lodge Insurance Book, Etc.,	23,786	1,984	52	754	776	5,993	7,510	996	717	1,358	3,646
Fishing (Fishing Reg s)	257	97	1	155	1	1	2	2	2	2	2
Misrepresentation,	11,255	494	68	540	489	4,805	3,486	217	278	255	713
Miscellaneous (Sec. 69 (2) (a) (ii)),	12	6	4	1	1	1	4	2	4	2	32
Loss of Work Due to Incapacity, Etc.,	4,655	72	11	451	238	1,193	1,747	86	34	145	756
Determination and Allocation of Earnings,	15,194	297	67	647	438	7,245	4,220	356	211	484	1,229
Total,	273,677	7,431	894	9,903	7,763	82,433	101,679	11,377	6,834	14,424	30,939
INTERSTATE CLAIMS:											
Claims filed in Canada by U.S.A. claimants,	3,540	33	11	146	185	1,297	1,087	85	40	107	549
Claims filed in U.S.A. by Canadian claimants,	4,021	25	3	38	61	1,082	2,053	—	—	—	759

Benefit Periods were subsequently established as Revised Claims for (1) 31,894 claimants,
(2) 15,188
(3) 12,631
(4) 4

APPENDIX VI

NUMBER OF "ACTIVE" CLAIMANTS ON THE LAST DAY OF EACH MONTH 1958-1959

Provinces	April 1958	May	June	July	August	September	October	November	December	January 1959	February	March
Newfoundland..... 1. 2. 3.	15,779 15,178 59	10,266 11,624 67	6,630 7,186 53	5,709 11	6,893 10 5	6,376 14 4	8,258 20 6	13,358 356 23	18,886 9,843 19	19,850 14,995 32	17,966 17,795 44	15,357 16,461 46
Prince Edward Island..... 1. 2. 3.	1,997 2,616 19	1,167 1,348 12	926 734 20	940 6	820 5	802 4	918 6	2,483 77 8	3,604 2,852 4	3,526 3,991 17	3,430 4,316 29	2,983 3,886 49
Nova Scotia..... 1. 2. 3.	23,832 24,104 233	17,142 10,618 225	18,509 7,901 223	12,566 134	19,546 118	17,812 213	13,808 188	18,929 194 159	27,834 8,244 185	27,472 14,999 237	28,231 17,188 300	27,170 17,395 336
New Brunswick..... 1. 2. 3.	22,041 18,097 164	14,841 13,451 169	10,848 8,562 153	10,349 49	9,645 70	9,340 61	11,564 52	17,703 314 83	24,153 11,038 91	24,150 16,385 139	23,025 19,645 163	21,532 20,245 197
Quebec..... 1. 2. 3.	162,441 76,942 2,690	120,927 62,812 2,722	100,397 44,426 2,695	94,052 1,348	86,355 1,173	87,718 1,121	100,322 1,065	132,086 2,067 1,110	194,003 37,037 1,317	191,100 60,582 1,980	184,084 77,221 2,438	172,151 86,042 2,676
Ontario..... 1. 2. 3.	149,751 54,776 2,075	120,031 47,103 1,849	107,046 38,258 1,857	112,666 955	110,883 928	103,857 856	120,875 887	130,247 1,238 861	187,821 33,888 1,057	179,380 51,282 1,448	171,400 59,095 1,850	163,558 63,392 1,988
Manitoba..... 1. 2. 3.	19,494 8,762 305	13,495 6,878 349	10,130 4,600 331	9,754 154	7,967 103	8,217 82	10,518 94	16,787 72	20,635 3,522 124	24,659 6,971 165	22,876 8,624 214	19,207 9,767 251
Saskatchewan..... 1. 2. 3.	12,024 6,542 148	6,849 4,213 155	4,975 2,305 137	4,374 51	4,040 47	4,501 38	6,248 46	11,192 1 43	18,154 2,662 58	19,809 4,868 63	18,398 6,028 81	15,815 7,019 91
Alberta..... 1. 2. 3.	29,713 8,784 209	18,337 6,130 183	13,236 4,244 170	10,951 70	10,218 59	9,923 50	13,604 103	21,702 76	28,112 3,411 85	32,098 6,264 121	30,597 8,398 177	28,050 8,796 181
British Columbia..... 1. 2. 3.	58,310 21,069 680	44,959 18,877 606	40,912 13,662 577	39,465 335	38,220 283	34,041 237	37,415 231	50,288 2 247	64,820 14,426 269	60,002 22,688 374	52,286 24,996 514	42,747 24,689 504
TOTAL..... 1. 2. 3.	495,382 226,870 6,582	368,014 131,878 6,337	313,609 101,808 6,122	300,826 3,113	294,587 2,796	282,587 2,676	323,530 2,692	414,775 4,458 2,682	588,031 126,923 3,209	582,046 203,025 4,376	553,293 242,706 5,810	508,570 258,292 6,319

1. - Ordinary

2. - Seasonal

3. - "Sick" included in Nos. 1 and 2.

APPENDIX VII

INVESTIGATION STATISTICS — FISCAL YEAR 1958-59
(Claimants)

Region and *Number of Enforcement Officers	INVESTIGATIONS COMPLETED				PUNITIVE ACTION	
	Suspected False Statements	Spot Check and Miscellaneous	Total	Average Investigations per Enforcement Officer	Prosecutions Recommended	Penalties Imposed Under Section 65
Atlantic (10)	2,531	8,779	11,310	1,131	148	1,644
Quebec (16)	8,397	8,313	16,710	1,044	545	6,191
Ontario (17)	5,714	16,220	21,934	1,290	374	3,661
Prairie (9)	1,774	7,529	9,303	1,034	126	854
Pacific (8)	2,166	6,279	8,445	1,056	124	739
Totals (60)	20,582	47,120	67,702	1,128	1,317	13,089

* The number of Enforcement Officers is the average number on duty, calculated on the basis of man-days of work performed during the fiscal year.

APPENDIX VIII

LEGAL PROCEEDINGS INSTITUTED UNDER THE UNEMPLOYMENT
INSURANCE ACT AND THE UNEMPLOYMENT INSURANCE REGULATIONS

Nature of Proceedings	Carried Over 1957-58	Com- menced Fiscal Year 1958-59	Prosecu- tions Finalized	Con- victions	With- drawals and Abandon- ments	Aquit- tals	Awaiting Results of Trials
Proceedings against employers for infractions of the Act and Regulations	22	504	476	467	5	4	50
Proceedings against claimants for obtaining benefit through false statements	233	1,325	1,219	1,172	38	9	339
Totals	255	1,829	1,695	1,639	43	13	389

APPENDIX IX

UNEMPLOYMENT INSURANCE FUND
BALANCE SHEET
AS AT MARCH 31, 1959

ASSETS		
Cash on deposit with Receiver General	\$ 11,258,757.58	
Amount on deposit with chartered banks for redemption of benefit warrants	5,030,832.25	
Advances to local offices for payment of benefit by cash	4,682,508.98	
		\$ 20,972,098.81
Investment Securities (Schedule 1)		
Government of Canada and Canadian National Railways Bonds — Book Value	\$485,547,639.20	
Accrued Interest	3,343,837.42	
		488,891,476.62
		<u>\$509,863,575.43</u>
LIABILITIES		
Unredeemed Benefit Warrants:		
Unemployment Insurance	\$ 7,175,038.29	
War Veterans Allowances	1,313.05	
		\$ 7,176,351.34
Deposit from employers under bulk payment method		2,876,066.58
Balance at credit of Fund:		
Balance, March 31, 1958	\$744,200,124.87	
DEDUCT: Excess of expenditure over revenue for year ended March 31, 1959	\$244,388,967.36	
		499,811,157.51
		<u>\$509,863,575.43</u>

APPENDIX X

UNEMPLOYMENT INSURANCE FUND
STATEMENT OF REVENUE AND EXPENDITURE
FOR THE YEAR ENDED MARCH 31, 1959

REVENUE		
Contributions — Employers and Employees:		
Stamp Method	\$ 77,784,729.36	
Meter Method	15,794,460.83	
Bulk Payment Method	91,859,316.99	
Department of Veterans Affairs	48,534.40	
		\$185,487,041.58
Contributions — Government of Canada (20 per cent)		37,097,408.31
Fines		460.00
Penalties		47,275.63
Income from Investments:		
Net Interest earned after provision for amortization	\$ 21,725,096.30	
DEDUCT — Loss on sale of securities	10,115,171.51	
		11,609,924.79
		234,242,110.31
Excess of expenditure over revenue		244,388,967.36
		<u>\$478,631,077.67</u>
EXPENDITURE		
Benefit payments:		
Ordinary and Seasonal (S.B. Est. \$116,475,316.00)	\$468,395,769.27	
Fishermen	10,235,265.60	
Fraudulent	42.80	
		<u>\$478,631,077.67</u>

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NINETEENTH
ANNUAL

REPORT

FISCAL YEAR ENDING MARCH 31, 1960

THE UNEMPLOYMENT INSURANCE COMMISSION
OTTAWA, CANADA

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UNEMPLOYMENT INSURANCE COMMISSION

August 30, 1960

To the Hon. Michael Starr,
MINISTER OF LABOUR.

Sir,

We have the honour to submit herewith for the information of Parliament the Nineteenth Annual Report of the Unemployment Insurance Commission covering the period from April 1, 1959, to March 31, 1960, except where otherwise indicated.

The report is prepared in compliance with Section 95(1) of the Unemployment Insurance Act.

Respectfully submitted,

CHIEF COMMISSIONER

COMMISSIONER

COMMISSIONER

UNEMPLOYMENT INSURANCE COMMISSION

ANNUAL REPORT OF ACTIVITIES FOR THE FISCAL YEAR ENDING MARCH 31, 1960

INTRODUCTION

Employment conditions in Canada during the period under review continued to reflect the increased hiring activity which began in the previous fiscal year as employers brought their staffs up to complement following the earlier recessionary cut backs. During the later months of the year this intensified hiring activity slowed down and conditions stabilized at higher employment levels.

At the same time as employment was increasing, unemployment was also increasing since the number of new jobs available did not keep pace with the growth of the labour force. This factor combined with dislocation in certain sectors of the economy, notably in aircraft production, uranium and coal mining, resulted in increased numbers of applicants registered for employment in the later months of the year.

During the current fiscal year, the Commission continued its program of strengthening and improving its employment service operations. Increased emphasis on the job finding activities and efforts towards improvements in service to the public resulted in greater numbers of vacancies listed with local offices and placements effected than in the previous fiscal year. These increases were achieved despite somewhat unsettled employment conditions in some sectors of the economy, particularly during the latter part of the year.

In conjunction with its efforts towards service improvements, the Commission also gave close attention to major staffing problems.

Employers listed 1,177,280 vacancies with local offices, 149,935 more than in the previous year. There were 987,481 placements made during the year under review, an increase of 120,113 over the year before. The placements consisted of 689,470 regular placements, 261,731 casual placements, and 36,280 placements of people in jobs in areas other than those in which they lived and registered for work. A comparison of placements this year with previous years will be found on a chart further on in the body of this report.

On the unemployment insurance side of the Commission's operations, major amendments to the Act were made during the year. In general, the amendments were designed to restore the proper relationship between benefits, contributions and average weekly wages, and were made necessary by the great increase in average earnings since the previous amendments in 1955.

The number of benefit claims filed was some 1,743,000, down slightly from the 1,793,000 filed in the previous year. Total benefit paid was also off slightly, being \$415,234,000 as compared to \$478,631,000. Revenue from all sources totalled \$281,315,000, an increase of some \$47,000,000 over the previous year. Increased revenues are attributable mainly to the revised contribution rates and to the addition of two new earnings classes. The excess of expenditure over revenue was \$133,919,000, leaving a balance in the fund at the end of the fiscal year of \$365,892,000.

The Commission's enforcement branch during the fiscal year investigated 24,897 cases of suspected false statements by claimants, compared to 20,592 in the previous like period. The total number of investigations, including spot checks, increased to 73,547 from 67,702. In total, \$62,339 was collected through garnishment and Exchequer Court proceedings in 887 cases, compared to \$46,867 collected in 776 cases in the previous year. In addition, 16,851 punitive disqualifications were imposed on claimants compared to 13,089 in the previous year.

Amplification of these, and other, matters having to do with the work of the Commission during the 1959-60 fiscal year will be found in the following pages.

EMPLOYMENT

SERVICE TO INDUSTRIES

Primary Industries—In the Maritimes, employment in *coal mines* was affected by the closing of the Springhill, N.S., operations, and a number of periodic shut-downs in the Cape Breton area designed to bring production in line with sales. The other coal fields were similarly affected, with lignite coal production down in Saskatchewan, and NES being called upon to assist in moving miners under the terms of the Alberta Miners Rehabilitation Program. Late in the period under review operations in the Crows Nest Pass area were stepped up in response to orders for coal for Japan.

The major difficulty encountered by the NES in attempting to place laid off coal miners was the general reluctance on the part of the miners to move from their own areas, or to accept offers of work in other types of mining or even in industrial occupations.

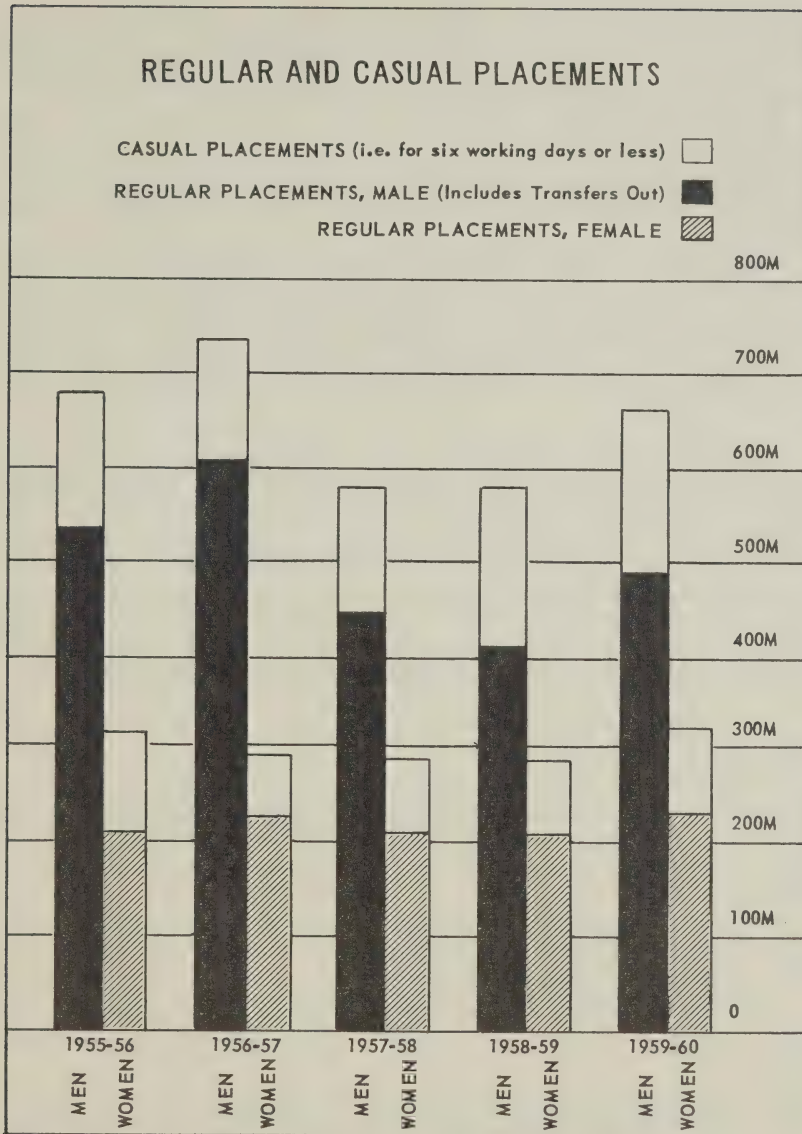
Employment in *gold mining* was fairly stable throughout the period. However, during the early part of the year a number of these mines reported a shortage of experienced hard rock miners, and NES was instrumental in obtaining the required workers through its clearance system.

In *other metal mines*, employment was generally higher. There were some local setbacks, such as the closing of the iron mines at Bell Island in Newfoundland, but this was offset to a great extent by increased activity in the iron ore fields of Ontario and Quebec.

Uranium mining was a leader in the number of workers employed during the period, with close to 14,000 workers in the producing mines of Ontario, Saskatchewan and the Northwest Territories. By the year end, however, the industry began to feel the results of the announcement by the U.S. Atomic Energy Commission on the non-renewal of contracts. In accordance with the policy of "stretch out" production, a number of the less efficient mines relinquished their contracts and began planning lay-offs. Early steps were taken by NES to assist in the registration of the workers being displaced and in the transfer and placement of workers in other areas.

In the Prairie region, the new *nickel developments* at Thompson, Man., progressed favourably although an industrial dispute affected the construction program and delayed NES recruiting of suitable mine workers. In British Columbia, the operations at Britannia Beach were reopened and 350 workers were supplied for that mine. The entire labour force of a mine operation in the Yukon Territories—some 200 placer miners—was also recruited and despatched by the NES.

Well completions in *petroleum mining* showed a slight decline for the third consecutive year. Here, again, NES was active in effecting transfers of workers to related mining developments and in placing some in other industries.



Despite reduced employment opportunities in mining, NES was instrumental in placing 11,951 workers, as compared to 10,528 during the previous year.

Employment opportunities in *forestry* were, on the whole, slightly better than during the previous year. A tendency on the part of employers to introduce a more stable schedule of quasi-year-round operations in many sectors resulted in a great reduction in the sharp seasonal lay-offs so evident in this industry in former years.

In an attempt to reduce their woods labour turnover in the New Brunswick logging camps, some of the larger operators for the first time took advantage of

NES facilities to call back their woods workers and to select and refer the additional help required. Although this was done on an experimental basis, results have been reasonably effective and there is indication that similar action will be given serious consideration by logging operators in other areas and regions.

In Ontario and Quebec, where the bulk of the pulpwood cutting takes place, there was no serious shortage of labour. The northwestern sector of Ontario, served by the Prairie region of the NES, maintained the highest level of woods employment since 1954. There was, therefore, more than usual assistance required from NES.

In the Pacific region, a labour dispute involving some 27,000 woods workers resulted in a strike which began in July and continued until mid-September. However, the usual curtailment in woods employment started in October and bad weather hampered lumber and logging operations which had been making rapid recovery following the strike. Despite these adverse conditions, it is interesting to note that NES recorded more placement activity in the forestry industry than during the previous year.

The number of Canadian woods workers from areas in Quebec and New Brunswick employed in temporary logging operations in the adjacent American states was slightly higher than in the previous year, but was lower than the number employed in 1957. National Employment Offices located close to the border participated actively in recruiting this labour force for the American employers.

Meetings were attended in Boston, Mass., with the U.S. Bureau of Employment Security and the forestry operators of the New England states, to review woods labour requirements for the coming year and to estimate the number of skilled Canadian workers that would be required by the states of Maine and New Hampshire.

Placements by NES in forestry were 28,237 during the 1959-60 fiscal year, as against 21,282 in the previous year.

On the west coast, the *fishing industry* was adversely affected by a strike involving some 9,000 fishermen, shore workers and tendermen. The strike was settled in the late summer, but catches were much smaller than in previous years. As a result, employment in the canneries and processing plants was far below normal levels.

On the Atlantic seaboard, the industry experienced a fairly good year, marred only by damage and loss of life caused by a number of storms, and the destruction by fire of a whaling plant in Newfoundland.

Following the pattern established since unemployment insurance coverage has been applied to fishermen, NES placement activity has been increasing in this industry.

Weather conditions played a greater than usual part in the employment pattern of *agricultural workers*. In both coastal regions and in Quebec, growing conditions were satisfactory, and, on the whole, farm labour requirements were adequately met by NES. However, hot, dry weather in the Prairies and most of Ontario affected both the quality and quantity of the crops with resultant lessening of labour demand in those areas. In addition, early snow in the western provinces cut short harvest operations and considerable quantities of grain were left for harvest in the spring. In general, it was not a good year for root crops and the production of these was lower than in the previous year.

Although the number of self-employed farm operators and unpaid family farm workers continued to decline, there was an increase in the number of paid workers employed in agriculture. This increase was particularly noticeable in Quebec.

Early in the season, there was an unusually brisk rise in agricultural employment and the supply of experienced dairy hands and farm couples was insufficient to meet the demand.

During the past year, NES took a greater part in supplying labour for the Ontario tobacco harvest; clearance facilities were used to a greater extent in this connection. There was some loss of crop by frost but this was attributable to lateness in maturing rather than to a shortage of harvest labour. During the peak harvest period, a temporary but critical labour shortage was experienced in southwestern Ontario but NES was able to satisfy the demand through the admission of tie-ers and primers from the tobacco growing states of the U.S.A.

The experimental recruiting of sugar beet workers for Ontario from areas in Quebec proved sufficiently successful to justify its continuance. The usual seasonal movement of general farm workers to Ontario from the Atlantic provinces was also conducted satisfactorily. In order to improve the selection of workers for both these movements, an interchange of visits between the regions and areas involved was arranged for the officers concerned.

In addition to the foregoing movements, procedures were instituted for a movement of full time year-round farm workers from the Atlantic region to Ontario. At the end of the fiscal year, the plan had not been in effect long enough to assess its success.

For the second consecutive year, western grain farmers did not require an organized movement of harvesters from the east. On the other hand, NES was required to recruit larger numbers of Indian farm workers from northern Alberta and Saskatchewan for work in the sugar beet fields in the Lethbridge, Alberta, area.

In British Columbia, the woods workers' strike encouraged many of the strikers' families to participate in short term agricultural work, and this relieved the anticipated shortage of harvest workers.

Mechanization, which demands more specialized skills from farm workers, is creating a trend toward greater use of seasonal or short-term labour. One of the principal difficulties encountered by NES in attempting to meet this demand is the lack of adequate housing facilities.

There has been a notable increase in the demand for casual farm workers, especially in large metropolitan areas. This has encouraged NES to expand its activity in this particular field by inaugurating day stations where casual workers are assembled, selected, and despatched daily to agricultural employers in the areas adjacent to the large urban centres. These operations have successfully supplied the required labour and there are indications that further expansion will be required to meet the demands of growers.

In addition to these day hauls of casual workers, serious shortages of seasonal farm workers were offset by organized mass movements under the direction of NES and in accordance with the terms of the Federal-Provincial Farm Labour Agreements. The more important movements are listed below:

NATIONAL MOVEMENTS

Sugar beet thinning—	
Alberta.....	From Northern Alberta and Saskatchewan to Lethbridge, Alberta..... 1,175
Ontario.....	From Quebec..... 288
Hay and grain harvesting—	
Ontario.....	From New Brunswick, Nova Scotia and Newfoundland..... 466
Ontario.....	From Pacific Region..... 69

NATIONAL MOVEMENTS—*Concluded*

Potato picking—Prince Edward Island.....	From Nova Scotia and New Brunswick.....	617
Tobacco harvesting—Ontario.....	From Quebec.....	180

INTERNATIONAL MOVEMENTS

Tobacco harvesting—		
Ontario and Quebec Regions.....	From the U.S.A.....	2,680
Potato planting—Maine, U.S.A.....	From New Brunswick.....	174
Potato picking —Maine, U.S.A.....	From Quebec.....	4,179
	From New Brunswick.....	2,538
Bean picking —Maine, U.S.A.....	From New Brunswick (Day haul) ..	152
Apple picking—		
New York State, U.S.A.....	From Quebec.....	191
Quebec.....	From Vermont, U.S.A.....	94
Maine, U.S.A.....	From Quebec.....	80
	From New Brunswick.....	43

Placements made by NES for the agricultural industry totalled 96,303, an increase of 6,590 over the previous year.

Manufacturing—Re-emphasis of the positive function of NES was stepped up to take advantage of the generally higher level of employment in manufacturing industries. As a result, job vacancies listed by employers totalled 249,514, an increase of some 21 per cent over the previous year. In turn, manufacturing placements increased from 175,076 to 211,030.

Except for shortages which occur yearly in certain skilled trades such as tool and die making, the national supply of registered applicants was adequate to meet employer requirements. Where shortages existed, domestic and U.K. clearance operations were applied with moderate success.

Early in 1959, it was decided to review the whole manufacturing field, one major industry at a time, and company by company within each major industry. The purpose of the review was to evaluate and permanently improve the quality and volume of the service rendered by NES to employers and applicants in manufacturing industries.

In view of its importance to the Canadian economy, the pulp and paper manufacturing industry was chosen as a pilot project. Statistical information concerning the volume of business obtained in the last three years from each individual establishment across Canada in the pulp and paper industry was made available to regional and local offices. This was followed by head office consultations with regional employment advisors and, finally, by a plan of action implemented through and by the local offices concerned, with the assistance of regional employment officers.

While it is too early yet to assess the results of this project, the reports are encouraging. If staff facilities are available it is intended to carry this undertaking through to another major industry next year.

Construction—The high volume of construction during the fiscal year resulted in a heavy demand for construction workers in all trades and occupations. Housing starts were, however, fewer in number than in 1958. Shortages of skilled tradesmen developed during the summer months but NES clearance facilities helped to locate required workers.

A start was made on a large pulp mill at Castlegar, B.C. Arrangements were made with NES to recruit help. Good progress was made on the South Saskatchewan Dam with sufficient local labour available. Work was begun on the Squaw Rapids project in northern Saskatchewan.

Work on the nickel development in Manitoba advanced on schedule with a large number of workers employed on the various construction projects in this area. NES clearance facilities were extensively used to recruit help for these projects.

Major projects for mining developments in the Sept-Iles area included construction of a railroad, a townsite, housing units, and, at Hart Jaune, the erection of a hydro electric power house. Construction tradesmen, heavy equipment operators and other workers were recruited from various centres in Quebec through NES.

Close liaison was maintained with Defence Construction (1951) Ltd. with regard to defence projects. As in previous years, a large number of construction workers were referred to employment on these projects throughout the country.

There were sufficient experienced Canadian workers available during this period to meet requirements of pipeline contractors. NES again consulted the Pipeline Contractors Association of Canada and trade unions regarding pipeline welding courses for the purpose of training Canadian workers.

As a result of agreements between the Dominion and Provincial governments a Municipal Winter Works Incentive Program was again carried out, starting on December 1, 1959. The number of workers who were employed for various periods on this program during the fiscal year was estimated to be 53,214. A large proportion of the hiring of these workers was done through NES.

Transportation—No difficulty was experienced in supplying extra gang workers for the railway companies during the summer and fall months. The dieselization program of the railway companies continued, resulting in some layoffs of shopmen.

NES provided suitable workers for a wide variety of requests during the navigation season on inland waters. The St. Lawrence Seaway between Montreal and the Great Lakes was opened to navigation for the first time during this period.

With the continued expansion in all phases of air operations, many workers were supplied to airlines by the NES. These consisted mainly of technically trained workers and trainees for specific jobs.

Highway transportation operations continued to expand but very little difficulty was experienced in supplying employers with help.

Public Utilities—Many cities and towns continued to expand their various services to encourage housebuilding and industrial development. Several large hydro developments progressed on schedule while others had reached the planning stage. NES offices were called upon to supply suitable workers.

Communications—Telephone companies converted a number of telephone exchanges from manual to the dial system. Several local offices reported that they had been notified of vacancies for trainee operators.

Trade—There was a continued demand for experienced sales personnel throughout the country during the period under review.

A special campaign was carried on during the fall months in an endeavour to obtain suitable help for employers during the Christmas season.

During the rest of the year, NES continued to develop job opportunities with many employers, with marked success. Although an adequate supply of applicants was available in most centres, some employers continued to use part-time workers, many of whom were obtained through local National Employment Offices.

Employers in certain centres requested the assistance of NES in staffing new shopping centres and stores. In this connection, local offices were successful in obtaining experienced staff as well as trainees.

Finance, Insurance and Real Estate—Banks continued to expand their facilities and open many new branches. This expansion was the source of many placements by the NES.

A good demand for clerical workers and salesmen in insurance companies was maintained, mainly as a result of normal staff replacement.

Banks and insurance companies continued to elaborate on their mechanization programs by installing additional electronic data processing machines. Use of these machines has created a number of new office occupations and has also changed many of the functions performed. Companies have filled most of these new positions by training their own employees.

There was the usual demand for commission salesmen and office workers from real estate offices, and employers' requirements were satisfactorily met.

Services—The service industry continued to offer a wide field of employment opportunities to both male and female workers. A special campaign was carried on during the winter months in an endeavour to obtain suitable help. Because of this campaign and an easier labour market, NES was able to supply many employers in the service industry with help which had been difficult to obtain in previous years.

The Post Office Department again utilized the service of NES on a national scale to recruit Christmas help, and many workers were placed for this short period of employment. The Department of National Defence continued to hire its prevailing rate employees through local offices. Close liaison was maintained with that department to improve the service to prospective applicants living adjacent to defence projects and also to supply workers for remote defence areas. Demands for help from other federal government departments and from provincial and municipal governments were also satisfactorily met.

The United States Air Force continued to use the NES for recruitment of personnel for civilian maintenance work at Newfoundland and Labrador stations. This demand was largely met by workers available in Newfoundland.

The operating contractor of the DEW Line continued to recruit workers through NES. This employer's representative was provided with interviewing space in local offices during his recruitment campaign across the country. A number of workers were also supplied to the operating contractors on the Mid-Canada Line.

EXECUTIVE AND PROFESSIONAL

This type of employment work is concerned with applicants possessing technical, professional or executive qualifications and with orders from employers requiring such personnel.

Referral of Executive and Professional applicants to employers resulted in 7,037 placements during the year, covering a wide range of occupations. Those particularly prominent in the year's operation were accountants, construction superintendents, chemists, engineers and draftsmen, junior executives, managers, marine officers, nurses, and technical salesmen. Male placements comprised about 85 per cent of the total, while the balance were in occupations usually filled by women such as nurses, social workers, librarians, and laboratory technicians.

Just over 40 per cent of all Executive and Professional placements were made in special offices in Montreal and Toronto, while local offices at Halifax, Quebec, Ottawa, Hamilton, London, Windsor, Winnipeg, Regina, Saskatoon, Calgary,

Edmonton, and Vancouver accounted for most of the balance. This conforms to the Canadian economic pattern with Executive and Professional supply and demand being heavily concentrated in cities and particularly in Montreal and Toronto.

Executive and Professional work includes placement service at Canadian universities. While the placement of graduating students into continuing full time employment and placing undergraduate students into temporary summer jobs are the main objectives of the service, there are opportunities for counselling of students and for liaison with university officials. Service is provided to meet the particular needs of the individual universities, varying from the operation of a full time office on the campus as the official placement agency of the university to partial or itinerant service at others.

Some 18,000 jobs for students were uncovered through the direct mail campaign whereby over 4,800 employers were requested to co-operate by notifying NES of expected vacancies in the spring. This operation is part of an annual campaign which was again used effectively in the orderly placement of students into suitable employment. In addition, company recruiters visited the universities in increasing numbers to interview personally and select students for jobs open with their companies. While most of the graduates who sought employment were placed in employment by graduation time, there were insufficient jobs for undergraduate students in some localities, resulting in a continuation of placement activities into the summer months.

Following the custom of the past two years, NES again offered Executive and Professional service to Canadians studying at universities in the U.S.A. by writing to some 800 final-year students in degree courses and to those who were undertaking post-graduate training. The purpose of this letter was to offset a tendency of these young Canadians to settle in the U.S.A. on graduation. Some of these students were assisted in finding suitable employment, and it is believed that others, who would otherwise have accepted offers by American employers and become permanently lost to Canada, were influenced to return to Canada.

The 1959 edition of *A Bulletin On The Supply And Demand Situation In Regard To University Graduates* was published late in the year, and some 4,800 copies were distributed to schools, universities, libraries, professional societies and associations, and other interested parties. Copies of this bulletin were increasingly in demand by counsellors at high schools and universities in Canada while requests were also received from the U.S.A. and the United Kingdom.

Data on starting salaries being offered to current year's university graduates by Canadian employers were issued in tabular form from statistics gathered in the university student placement campaign. The table was distributed to NES offices and was available on request to anyone interested. The Executive and Professional section also co-operated with the Dominion Bureau of Statistics in the distribution of the annual bulletin on university registrations, listed by course, at each Canadian university. A supplementary chart covering courses at technical schools was simultaneously distributed to some 1,000 recipients.

Eleven revised information circulars in the series on the professions were issued during the year. These covered pharmacists, physiotherapists, veterinarians, architects, medical lab technicians, podiatrists (formerly called chiropodists), optometrists, dietitians, dentists, librarians, and radiologists and radiological technicians.

Emergency measures were taken to meet a difficult employment situation created by the cancellation of the Arrow program. For several months, the Toronto office provided special employment service at the aircraft and engine plants at

Malton to assist engineering and technical personnel to find other employment. This resulted in an orderly handling of laid-off workers.

Close liaison was maintained with professional societies and associations by correspondence and by regular visits to association headquarters. NES was also represented officially at the annual conferences of the Chemical Institute of Canada at Halifax and the University Counselling and Placement Association at Saskatoon.

Other means used to promote the Executive and Professional service and to acquaint the public with NES functions were press releases, television and radio talks, and speaking engagements of head office, regional office, and local office officials.

Despite increased participation by private fee-charging employment agencies in the placement of executive and professional personnel, some progress was made in securing new employer patronage.

SPECIAL PLACEMENTS

In any group of workers served by a public employment service there will be a number who, for various reasons, will require employment counselling, and, of this number, a portion who will need selective placement service and personal representation to the employer. It is to provide these services and other closely-related functions to ensure proper adjustment in the world of work that special placement sections have been established. Youth, handicapped, occupationally maladjusted, and others who have personal problems which impede their obtaining or retaining a job, are some of the main groups of applicants served by this section. Included in this latter group are those who are meeting resistance in finding suitable work because of age, and those recently released from penal institutions.

The service involves the study of medical, personal, educational, and occupational background, to determine the most suitable occupational classification for the applicant. Psychological testing and training or re-training of applicants of all ages also come within the scope of this phase of employment work.

Training of staff engaged in this specialized field continued during the year, with additional use being made of staff training studies based on material from the Commission's courses in employment counselling and rehabilitation given at the universities of Western Ontario, Laval, and Montreal. A one-week area school was held in Montreal for 22 newly-appointed special placement officers in the Quebec region.

Steps were taken to expand special placement services on a full-time basis to a greater number of local offices in Canada, and for the appointment of a youth employment specialist at head office.

A brief summary of operations in the special placement field is given below; figures used refer to the 1959 calendar year.

Testing Services—In some of the larger local offices, testing is used as an in-service counselling tool to assist in the evaluation and classification of job applicants. There were 20,119 psychological and achievement tests given to 10,872 applicants in 14 local offices where testing facilities have been introduced. Refresher training courses in test procedure were also given to the members of the employment staff in the Toronto and Hamilton local offices.

Placement of Handicapped Persons—A total of 17,940 handicapped applicants who required personal representation to employers were placed in employment. This represents an increase of 3,095 from the figures of the previous year.

The Montreal local office worked in close co-operation with the Council for the Guidance of the Handicapped for the "Employ the Handicapped Week". Similar campaigns were held simultaneously during the first week in October in 17 other centres in Quebec. These well-organized community efforts were covered extensively by local newspapers, radio and TV stations, and did much to make the public more conscious of the work potential of the physically handicapped.

In addition, a total of 88,496 counselling interviews were given to this particular group of applicants, representing an increase of 4,085 over the previous year.

New Entrants to Employment—Efforts were continued to expand the program of close co-operation between local offices and educational and youth-serving agencies in the community with a view to assisting young people to develop a suitable vocational plan. NES worked closely with the vocational guidance service in the schools. Various school-leaving programs were organized by local offices throughout Canada during which addresses were given in grades IX to XI in order to impress upon the pupils the necessity of completing their high school education. In certain areas of the country, local offices participated with school authorities in arranging for individual student counselling by specialists in various occupations and industries.

The booklet entitled *Are You Thinking Of Leaving School?* produced late in 1958, was given a wide distribution in the spring of 1959. Extensive radio and TV publicity, including editorial pages in most newspapers throughout the country, indicated that it was well received. Many requests for additional copies are still being received.

Employment counselling and placement service for those who must leave school for one reason or another was provided. In this connection, almost 123,000 counselling interviews were conducted with entry applicants. It is worthy of note that, as a result of counselling by special placement officers, an increasing number of young people, potential school drop-outs, decided to return and pursue further studies.

Direction to Vocational Training—The Commission has been active in encouraging unemployed workers to take vocational training under Dominion-Provincial agreements and in the 540 courses approved by the Commission. The Unemployment Insurance Act permits entitled claimants to receive benefits while attending courses of training to which they have been directed by the Commission, and under this provision, 4,680 claimants were so directed.

In an attempt to increase this number and to broaden opportunities for unemployed workers to take training, the following four major changes in regulations pertaining to training were made in September, 1959.

- (1) Amended criteria applied to persons being considered for training.
- (2) Automatic approval of apprenticeship courses by the Commission as courses to which claimants may be directed.
- (3) Broadening of criteria applied to courses for approval by the Commission.
- (4) Provision for authorizing the direction of a claimant to a non-approved course under exceptional circumstances.

The foregoing changes are indicative of the concern of the Commission with the skill and training deficiencies of the work force and its desire to do everything possible within the framework of the Act to encourage unemployed workers to improve their opportunities for employment.

Older Workers—Efforts to create an increased acceptance of mature workers in business and industry were intensified by the Commission. A booklet entitled

How Old Is Old?, dealing with the problems of employment for the older worker, was distributed during the summer months. This booklet is directed mainly to employers in the hope that they will examine their hiring practices to ensure that they give consideration to the advantages of employing experienced mature workers. The booklet was distributed to all employers with 10 or more employees; in aggregate, these companies employed more than three million workers. Copies were also distributed to employer's organizations as well as to locals of trade unions. Extensive publicity was obtained through the usual media. From October, 1959, to February, 1960, a total of 132 firms involving approximately 38,381 employees on payroll had revised their hiring specifications to facilitate the employment of older workers. Reports from local offices across the country also indicate a greater willingness among employers to hire older workers in the specific jobs for which they have been trained.

Co-operation with Outside Agencies—Good working relations were maintained with both federal and provincial government departments, national associations and agencies representing the handicapped, those interested in youth, employer and employee organizations, and others.

Relations with the National Co-ordinator of Civilian Rehabilitation and with provincial co-ordinators were also maintained during the year. A joint experimental project was developed by the B.C. Rehabilitation Service in co-operation with the Commission whereby a trained special placement officer was seconded to the office of the Provincial Co-ordinator. The aim of this pilot project is to facilitate the job placement of disabled persons known to the rehabilitation service through better liaison and co-operation between the rehabilitation service and the regional and local offices in the Pacific region. Depending on the success of this experiment, consideration will be given to the establishment of the liaison service on a permanent basis.

Urban Integration of Selected Indians—Close liaison was maintained with the Indian Affairs Branch of the Department of Citizenship and Immigration regarding the urban integration of selected Indians.

Since this program was implemented in 1957, some 260 young Indians have been fully integrated into urban communities in Canada. Young Indians recommended to NES for employment counselling and selective placement were carefully screened, priority being given to high school and vocational training graduates.

This joint effort was further extended to six local offices in New Brunswick and Nova Scotia, bringing the total to 16 communities in Canada. Plans are under way to further expand this program in 1960 to selected communities in certain parts of British Columbia, southern Alberta, Saskatchewan, and southern Ontario. NES representatives also participated in a national conference on Indian employment organized by the Indian Affairs Branch. This was held in Ottawa in December, 1959.

Training of Three Vietnamese Candidates—In November, 1959, applications were received from three Vietnamese candidates interested in practical training assignments with employment services in Canada under the Colombo Plan. The Commission agreed to give these candidates the requested training for a period of from four to six months at head office, regional office, and selected local offices. The course started in mid-March.

VETERANS' PLACEMENT

Service to veterans of World Wars I and II and the Korean war continued at approximately the same rate as in recent years. While the number of World War I veterans dropped off sharply, those of World War II came to NES in greater

volume, not only for employment service but for information on DVA and other benefits. Some of these veterans, because of increased age and the inroads of physical disability, constituted an increasing problem in placement work. The proportion of unplaced veteran applicants to total male applicants remained at around 10 per cent.

Referral activities resulted in 66,026 veteran placements being effected. This represented an increase of 2,540 over the previous year, indicating continued observance by placement officers of veterans' preference in referral and continued acceptance by employers of veteran referrals.

National Defence establishments, being committed to the policy of priority of employment for veterans where possible, assisted materially in the placement of these applicants.

While a considerable number of veterans' officers were lost by death and retirement, it was possible, with few exceptions, to appoint veterans to these positions. In addition to local office training, these officers were given an intensive course at DVA district offices. The practice was continued of holding area refresher courses under DVA auspices to keep veterans' officers properly informed on veterans work. Veterans' officers at all offices within the DVA district where a course was held assembled for a one-or-two-day course. Such courses were held at North Bay and Hamilton during the year. Instruction included the review of all Acts concerning veterans such as War Veterans' Allowances, Veterans' Land Act, Assistance Fund, Pensions and changes resulting from amendments to existing legislation.

A new service to discharges of the three branches of the armed forces was inaugurated to assist these persons in their rehabilitation to civilian life. This involved a pre-release interview by a service officer with the dischargee, and the completion of a UIC form providing relevant information of a personal nature and covering any trades or other courses taken during the enlistment period. This information is for the guidance of placement officers in their subsequent interview at the appropriate NES office. In the first seven months during which this service has been in operation, over 800 discharges were interviewed at local offices. Many of these applicants had never been in the employment market previously as they had proceeded directly into the armed forces upon leaving school. A considerable number of these ex-service men profited through counselling and other assistance, while others were more readily placed into suitable employment.

The Commission co-operated with DVA to the utmost extent by acting on behalf of that department in dealing with veterans, and as liaison between the veteran and DVA. A major effort of DVA to eliminate outstanding rehabilitation credits was assisted materially by use of UIC tracer forms in locating veterans entitled to benefits.

Joint interview boards consisting of DVA, Canadian Legion, and NES representatives were held at numerous locations when considered advisable. Difficult cases were reviewed at these meetings and this procedure proved very effective in resolving the veteran's difficulties.

ANALYSIS AND DEVELOPMENT

As well as performing its regular functions, the analysis and development division undertook several special projects during the year, including an analysis of local office employment organization and functions and a study of employers' hiring practices as revealed by orders listed with local NES offices. The division continued its close analysis of progress made in the program for the re-emphasis of the employment service function, which was initiated in late 1957.

Labour Market Information—Close contact was maintained with current employment and unemployment situations throughout the year, and information was provided to the Commission on local, regional, and national developments as they occurred.

The demand for specialized labour market information from Commission officers and from officers of other government departments continued to increase, especially in the light of changing employment conditions. In addition, regular reports were prepared on levels of employment and unemployment, on industrial disputes and layoffs, and on labour demand and supply by industries, occupations, and particular areas.

Employment Practices and Procedures—Major accomplishments during the year included a comprehensive analysis of local office employment functions and a job analysis of employment officer positions. Based on the results of these analyses, a new position classification plan was developed embracing 30 standard employment officer positions. Assistance was given officers of the Civil Service Commission in developing class specifications for these positions. A detailed plan was also developed covering the organizational structure of local office employment branches.

Considerable time was devoted to other related staffing matters, including a detailed analysis of a report by the Organization and Methods Service of the Civil Service Commission in connection with the system of work measurement used for staffing local offices.

Various aspects of employment procedural matters were the subject of study and research, and in this regard revisions and refinements of operational instruction were developed and issued to field offices. These covered such subjects as the Municipal Winter Works Incentive Plan and reporting procedures related to industrial disputes and employment conditions. New instructions were prepared on several employment subjects, including the principles and procedures governing the referral of workers to employers under trade union conditions, and the referral of workers to union officials.

Some 75 inspection reports and 200 other reports from field officers were analyzed to assess operational effectiveness and adherence to principles and procedures, and also to assess the adequacy of current instructional material relating to these matters. In this regard also, many problems and enquiries involving the interpretation of matters of policy and instructions, and their application, were investigated as necessary, and advice provided.

Twenty-one suggestions under the Suggestion Award Plan were reviewed and investigated. Accepted suggestions were assessed and implemented as necessary. Some 100 operating forms were reviewed prior to reprint and revisions were effected on 23 of these.

Occupational Research—Analysis of new Canadian occupations as reported by local offices was continued and classifications were assigned in accordance with the Dictionary of Occupational Titles classification structure. Occupational information was collected and distributed as required, and numerous problems in classification and job description were dealt with.

A training conference was arranged with the United States Employment Service in order to determine the effect on NES operations of new developments in the field of occupational information and classification.

Revision of the Commission's local office area descriptions was continued. These descriptions comprise a detailed account of population, labour force, industrial and skilled patterns, and other economically significant features of each local office area. These provide a useful source of information for Commission

operations and for other government departments. Revision of these descriptions is carried on to keep the data as current as possible.

Operations Analysis—Studies into the proportion of employers' hirings effected through local offices were continued, providing a useful indicator of the effectiveness of local office operations. In addition, studies were conducted into local office employer visiting and telephone contact programs.

Quarterly reports were prepared for the Commission on the progress of the re-emphasis of employment service program. These comprised a close analysis of placement operations, combined with recommendations for improvement in operating effectiveness.

A country-wide survey of orders for workers placed with local offices by employers was conducted with a view to examining the extent to which employers specify worker qualifications that are not considered essential to successful job performance. Comprehensive analyses of these non-essential specifications, which tend to limit the employer's choice of qualified workers, were supplied to field offices with appropriate guidance on an approach to employers designed to eliminate such specifications from their orders.

Semi-Annual Report of Hirings and Separations—Two semi-annual surveys covering monthly hirings, separations, and numbers of workers on payroll of the 60,000 largest business establishments in Canada were conducted.

After processing at head office, copies of the reports were supplied to the field. The reports provide local offices with valuable information on employment in their areas. For example, they offer a means of determining the volume of hirings taking place within a firm, within an industry locally, and by all employers surveyed in the area. This in turn enables local offices to assess placement performance in relation to employers' hirings. Also, the information is most useful in making comparisons as to local office effectiveness from period to period. The ratio of placements to hirings over an extended period will indicate whether an office is gaining or losing ground. In addition, as employment in certain firms and in certain industries fluctuates according to a seasonal pattern, the information obtained from the semi-annual reports is of assistance in anticipating employers' requirements or, conversely, in planning for peak loads of persons seeking work.

Copies of the reports were also supplied to the Dominion Bureau of Statistics for tabulation. The resultant tables provide the following data by sex and industry for Canada as a whole and for the regions and local office areas: numbers on payroll, hirings, separations, and turnover rates. Copies of these tables were forwarded to regional offices and to the larger local offices. These, together with the individual returns, supply all levels of the employment service with strategic data for numerous important administrative purposes. They provide the basic information for various studies, projects and procedures. Because these tables provide data on labour turnover not elsewhere available, they are a valuable source of information on this subject to other government departments.

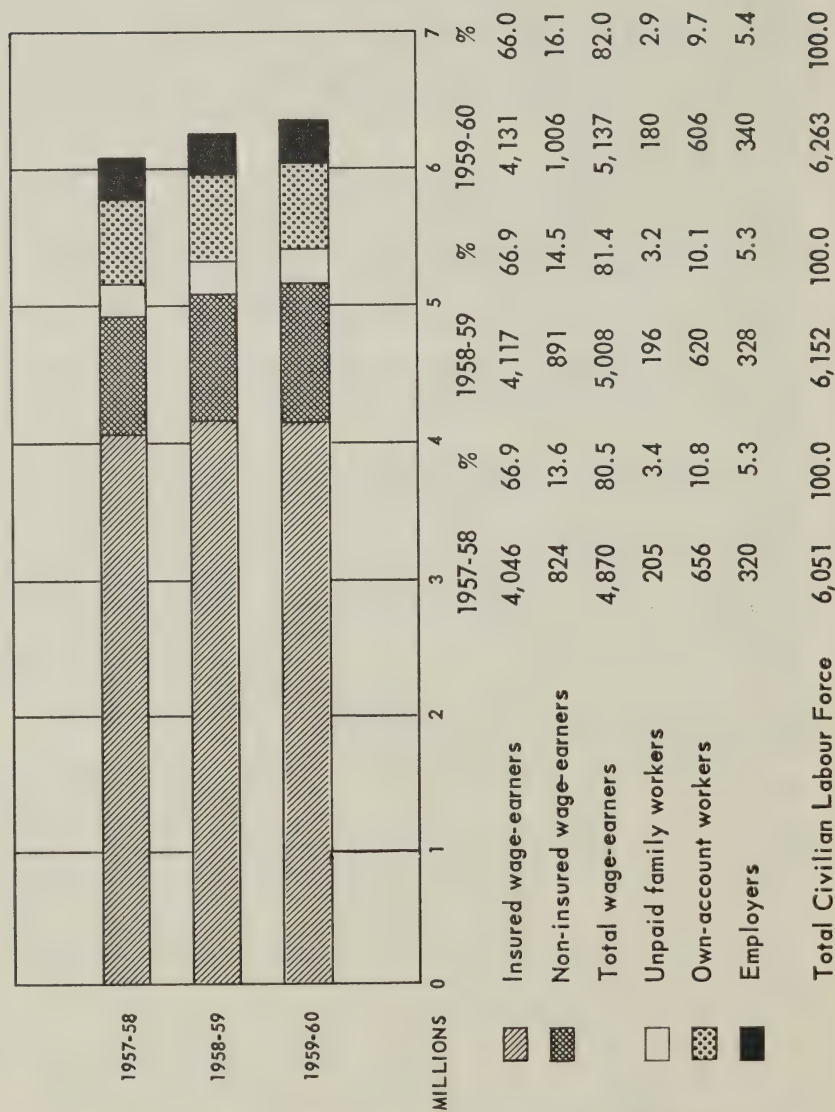
A schedule of separation rates, by industry and by regional area, is also produced every six months; copies of this are sent to employers with 500 or more employees. These data enable the employers to compare their own separation rates with those of their industry as a whole.

THE EMPLOYMENT OF WOMEN

In the ten-year period 1949 to 1959 the female population of Canada 14 years of age and over increased by about 25 per cent, whereas the number of women in the labour force increased by approximately 43 per cent. This phenomenal upsurge

CANADIAN CIVILIAN LABOUR FORCE

Annual average fiscal years ending
31 March 1958, 1959 and 1960



Source: Dominion Bureau of Statistics.

in the number of working women is attributable to the ever greater participation of married women in the world of work outside their homes. The condition noted first in September, 1958, of more married women (with husbands) than single women in the labour force has recurred in all but seven of the months since that date. The monthly average number of women in the labour force in the fiscal year under review was 1,571,000, which was 25.1 per cent of the total monthly average labour force and six-tenths of one per cent more than a year earlier.

The expansion in the female labour force was reflected in the activities of the women's employment divisions of the NES, where 73,900 more women filed applications for employment than in 1958-59 and 28,700 more were placed in jobs. An increase of 42,400 in the number of vacancies notified by employers contributed materially to the improved placement record.

Women's placements totalled 324,900, which was 32.9 per cent of all placements. Although a greater number of women obtained employment through NES than in the preceding year, more men were placed also and as a consequence the percentage of total placements which were of women was 1.3 per cent less than last year.

Much of the increase in women's placement activity was related to the 12 per cent increase in employment in the service industries in the two-year period 1957-59. Four-fifths of that growth was in community and government service which classification includes the rapidly expanding health services in which employment opportunities for women are numerous. The demand was particularly heavy and urgent for qualified women to fill positions as nurses, dietitians, physical therapists, occupational therapists, medical librarians, medical technicians, and X-ray technicians. In addition, hospitals and other health services provided openings for clerical workers and housekeeping and food service staff.

Other categories of professional workers for which the demand was steady and heavy were social workers, teachers and librarians. Because of the shortage of trained personnel in these occupations it was impossible to fill many of the vacancies listed. In the clerical field of employment, well-qualified women were in short supply, in the larger cities especially, to fill positions as secretaries, stenographers, dictating machine transcribers, and typists. Retail merchants, particularly in the major industrial areas, were continually seeking women with suitable qualifications and experience in selling merchandise such as ladies' ready-to-wear, women's accessories, yard goods, draperies, fine china, drugs, and cosmetics. Comparatively few women could meet the employers' specifications for these workers although there was a surplus of women interested in obtaining employment in retail stores. It was impossible to meet the seasonal demand for experienced power sewing machine operators from garment industries in Montreal, Toronto, Winnipeg, and Vancouver, but in only a few other instances was it difficult to obtain suitable workers for manufacturing industries.

To summarize briefly, the over-all employment situation for women in the period under review was that vacancies generally called for women with education, training, and experience in specific occupations, whereas a great many applicants lacked these attributes.

Although the majority of the women who found work through the National Employment Offices were placed in jobs of a continuing nature, 27.9 per cent were placed in jobs defined as "casual", that is of six days' or less duration. Workers in many different occupations were required to fill these short-term jobs but the most common were: sales clerks for special sales events or to assist with the Christmas and Easter trade; post office helpers to handle the Christmas mail; waitresses to

serve at special luncheons and banquets; hourly rated domestic day workers to help housewives with their household tasks; field workers in the tobacco and garden crop areas to assist with the planting, cultivation and harvesting of the crops; and fruit pickers and packers.

Usually women are more reluctant than men to change their places of residence in order to obtain employment, and it is noteworthy that 5,300 women did so during 1959-60 through NES clearance facilities. This was an increase of 2,110 over the number similarly placed in the previous fiscal year.

One hundred and seventeen Canadian hospitals and public health authorities again cleared their orders for nurses to the United Kingdom office of NES, with the result that 449 nurses arrived in Canada and entered pre-arranged employment with the hospitals and public health agencies concerned. Employment was also arranged for four Greek nurses who, although they were placed initially as nursing assistants, were granted registration as soon as they were able to communicate accurately in English.

Of the orders received from housewives throughout Canada for domestics to "live in", only a fraction were filled because of the continuing acute shortage of women willing to accept that type of employment. The shortage was alleviated in small measure by the arrival of a few groups of immigrants which included 250 girls from the West Indies, 30 from British Guiana, 333 from Greece, 193 from other continental European countries, and 29 from the United Kingdom. Except for an approximate six-week period in the spring and again in the fall, when many housewives were busy housecleaning and needed temporary assistance, the supply of women seeking casual domestic day work at an hourly rate of pay was generally equal, if not surplus, to the demand.

The leaflet *The Nursing Profession In Canada* was revised and copies distributed to all National Employment Offices, The Canadian Nurses' Association, the provincial associations of registered nurses, and other interested organizations and persons.

Officials of the women's division at head office and regional offices served at meetings of various national and provincial women's groups as consultants on questions in regard to the employment of women. They addressed such meetings and took part in radio and television broadcasts either as speakers or as participants in panel discussions. The senior officers in the women's employment divisions of the local offices gave their time freely to similar endeavours and in one instance the supervisor was the speaker at the commencement exercises of the local high school.

GENERAL

Winter Employment Campaign—The government's campaign to create winter employment which has been carried on for the past several years was again spearheaded by NES. Out of a total of 199 local offices, 195 conducted campaigns in their respective areas. One office, because of staffing difficulties, and three small newly-opened offices, were unable to organize full-scale campaigns, but, even so, they carried out a certain amount of campaign publicity. In most cases, NES offices were assisted by committees composed of public-spirited citizens representing a cross section of civic-minded groups with interests in the area. Some of these committees were the statutory local employment committees, or sub-committees thereof, while others were established on an ad-hoc basis.

Local offices and their supporting committees distributed a vast amount of nationally-provided publicity material. Included were 135,000 posters, 85,000 streamers, over 1,000,000 pamphlets, nearly 2,000,000 envelope stuffers, and

approximately 2,600,000 correspondence stickers. They supplemented this with letters, produced locally and sent out to employers over the signature of the committee chairman. They also arranged for winter employment messages to appear in service club publications, church calendars, commercial publicity items such as the Bell Telephone News, staff publications, and other appropriate media. One committee arranged for a message to be printed on milk bottle collars, another arranged for the message to appear on the bread wrappers of a bakery with a province-wide distribution, while still another arranged an airdrop of locally printed leaflets over the city. These are but a few examples of the initiative displayed locally. These local winter employment promotion organizations were also instrumental in supplementing the national newspaper advertising with local advertising and a great deal of newspaper publicity, the volume of which exceeded by far the volume of national advertising.

In addition, radio and TV stations donated a great deal of free time to the campaign. This was supplemented again by references to the campaign being included in sponsored advertising.

Additional publicity arranged locally consisted of 136 film showings, 350 talks and panel discussions, a number of parades, campaign opening ceremonies, civic proclamations, street banners, public transit advertising, postage meter advertising, and other innovations.

At the five regional offices of the Commission, officers of the employment branch, operating as regional winter employment committees, provided local offices with assistance and guidance. Regional offices also established valuable liaison with provincial authorities and organizations operating on a provincial or regional scale, with the object of securing provincial and regional support for the campaign.

At the Commission's head office, officers of the employment branch were engaged the year round on the plans for these campaigns, the over-all direction of local campaigns and their coordination with the national publicity program. These officials worked closely with the Department of Labour in connection with national advertising and other national approaches to the subject and in seeking an over-all solution to the winter unemployment problem.

While the results of the campaign cannot be expressed in numbers of workers who obtained work or were retained in employment, the support given to it by industry, business, and the public is significant. Such enthusiastic endorsement can only mean that the benefits of the campaign are apparent to these sections of the community in terms of increased production or sales. This assumption is strengthened by the large number of reports received from across the country. Some of these reports contain particulars of cases where individuals and employers have contributed to the results of the campaign by scheduling employment to create work for the winter months. Others refer to workers retained in employment or hired in order to take care of additional business attributable to the campaign. NES co-operated very closely with municipalities in connection with the hiring of workers who obtained work as a result of the Municipal Winter Works Incentive Program mentioned elsewhere in this report.

Immigration—During the year, NES was continually involved in the placement of immigrants, inasmuch as a large proportion of new Canadians gravitate to National Employment Offices in their search for work. Immigrants are accorded exactly the same services as those available to longer residents of Canada, but in some cases it is necessary to go to further lengths to find employment for them because of the language difficulty. At the request of the Department of Citizenship

and Immigration, arrangements were made for pamphlets in several languages to be distributed by NES to immigrants. These pamphlets, which were supplied by the Department of Citizenship and Immigration, impress on immigrants the importance of learning French or English and advise them how to get the necessary instruction. This distribution is continuing. Continuous liaison was maintained at all levels between the Commission and the Department of Citizenship and Immigration. These consultations related mostly to labour supply and demand. However, in all cases the final decision concerning the admission of immigrants rests with the Department of Citizenship and Immigration. On several occasions teams of Department of Citizenship and Immigration officers, prior to proceeding overseas, visited some of the Commission's regional offices for the purpose of acquiring a general knowledge of economic conditions in the areas concerned.

Transportation for Canadian Workers—Sixty-four workers were moved at public expense from labour surplus areas. The areas were Springhill, N.S., St. John's, Nfld., Drumheller, Alta., and Cornwall and Elliot Lake, Ont. In addition, 61 dependents and the household effects of 14 of these workers were moved. This compares to 60 workers, 42 dependents and the household effects of 20 workers moved at public expense the previous year. The total cost of the movement at public expense was \$9,238.78, as compared to the 1958-59 cost of \$5,963.

In addition to the transportation provided at public expense, and excluding the movement of agricultural workers referred to elsewhere in this report, NES advanced transportation expenses on behalf of employers to 458 workers at a total cost of \$21,766.25, all of which is recoverable from the employer. This compares to \$27,070 advanced on behalf of employers to 382 workers during the previous year.

EMPLOYMENT COMMITTEES

Employment committees have been established under authority of the Unemployment Insurance Act "to advise and assist the Commission in carrying out the functions of the Employment Service." Members of these committees are appointed by the Commission following consultations with national groups representing labour and employers, in addition to those nominated by national organizations representing women, agriculture, veterans, and welfare. All committees, national, regional, and local, are similarly constituted and each is presided over by an independent chairman. Members normally serve for a period of two years, while the chairmen are appointed for three years; in all cases, appointments are subject to renewal at the expiry of the serving period.

The National Employment Committee is composed of representatives of the Canadian Manufacturers' Association, Canadian Chamber of Commerce, Canadian Labour Congress, Canadian and Catholic Confederation of Labour, National Council of Women, Canadian Legion, Canadian Federation of Agriculture, Canadian Retail Federation, Canadian Welfare Council, and Canadian Construction Association. Two meetings were held during the year. The first, in Vancouver during May, 1959, was held jointly with the Pacific Regional Employment Committee and the members of local committees in the vicinity of Vancouver. The second meeting was held in Ottawa in October.

During the Vancouver meeting, the problems of operating an employment service were outlined, resolutions of particular concern to the Pacific region were studied and appropriate action recommended. Consideration was also given to such questions as the older worker in industry and business, winter employment campaigns, and terms of reference of the committee.

At the October meeting held in Ottawa, serious consideration was given to such matters as unemployment, winter employment campaign incentive programs, and a variety of resolutions from regional committees. Discussions also took place on the results of publicity given to booklets distributed by the Commission, and it was agreed that publications such as *Are You Thinking Of Leaving School?* and *How Old Is Old?* were excellent media to keep the public informed on specific areas of responsibility of NES. The need for a booklet on the employment service for distribution to workers and employers was recognized and Commission action in this regard was noted.

Whereas the National Employment Committee met only twice during the fiscal year, all regional committees met three times. In some regions, meetings were held at different points and by this means relations between the local and regional committee were strengthened. These joint meetings resulted in a better understanding by the regional committee of local employment problems. On the other hand, local committees were encouraged to look at the broader aspects of some of their problems.

At these regional meetings, consideration was given to a large number of resolutions from local employment committees, many of which were of interest only to the locality from which they originated. However, others pointed out provincial problems. These, in turn, were referred to provincial authorities for consideration, either through regional directors or direct by the committee. Resolutions were forwarded to the national committee for consideration. These covered a wide variety of subjects, such as the need for public works, additional staff to carry out commitments of the Commission, indications of greater support for vocational training, and further encouragement of winter employment. Thus the local and regional committees contributed to recommendations for the consideration of the National Employment Committee and possible action by the Commission.

During the fiscal year, four additional local employment committees were authorized by the Commission: at St-Jérôme, Que., Campbellton and Bathurst, N.B., and Penticton, B.C., thus bringing the total of active local committees to 74. Most local committees met once a month with the possible exception of the two summer months of July and August. The average attendance of appointed members remained consistently high, an indication of the interest of the organizations represented.

These committees, although concerned with some of the broader aspects of the operation of the employment service, of necessity interested themselves in matters of local import, such as the need for federal, municipal, or provincial action in the provision of certain services or in the improvement of existing services; in the matter of counselling of young persons entering the labour market for the first time; in the need for additional adequate apprenticeship or vocational training to fit the young workers for more skilled jobs. There was also an interest demonstrated by these committees in co-operating with other municipal and provincial bodies in the development of new industry in their localities and the provision of more job opportunities. Local committees continued to fulfil their primary role of advising the local offices on matters relating to employment and providing leadership in developing public confidence in NES.

Many local committees delegated to a subcommittee the promotion of a vital winter employment campaign and invited other interested citizens to participate. By this means, all the publicity media of the community were marshalled in a long-term educational program to encourage work to be carried on in the winter which, in many cases because of tradition, had formerly been kept over to the spring.

In other localities where local committees do not function, this campaign was carried on by a winter employment campaign committee; the report on these ad hoc committees is covered elsewhere in this report.

It is fitting at this time that the Commission should publicly express its thanks to Judge W. J. Lindal, of Winnipeg, who retired during the year as chairman of the National Employment Committee after serving 13 years in that capacity. The Commission also regrets the loss of one of the committee's oldest members, Mr. A. R. Mosher, representative of the Canadian Labour Congress, who died during the year under review.

UNEMPLOYMENT INSURANCE

GENERAL

Several amendments were made to the Unemployment Insurance Act during the year. These came into effect on September 27, 1959. The rates of benefit established in 1955 had become somewhat out of line with prevailing wages owing to the rise in the level of wages since that date. To restore the former ratio, two additional benefit classes were created at the upper end of the schedule. The result was to increase the maximum weekly rate from \$30 to \$36 for a person with a dependent and from \$23 to \$27 for a person without a dependent. In addition, the maximum duration of benefit was established at 52 weeks instead of 36 weeks and the allowable amount which a claimant may earn in a week without reduction of his benefit payment was increased to one-half his weekly benefit rate.

To provide for the two new benefit classes, the contribution schedule was amended to provide two correspondingly higher contribution classes. In addition, an over-all increase of approximately 30 per cent was made in the rates of contributions payable by employers and employees as the actuarial reports had indicated that the existing rates of contributions were likely to be insufficient to maintain the fund in a sound position.

Other amendments included an adjustment of the wage ceiling from \$4,800 to \$5,460 in order to retain approximately the same classes of salaried workers under coverage who had been insured when the previous ceiling was established; a provision that on a second claim established within 104 weeks of the previous claim, the rate of benefit would not be allowed to drop more than one class; and a provision that a period of detention in prison could be used to extend the qualifying period within which contributions must be found in order to establish a claim for benefit.

Unemployment continued to be heavy during 1959-60. The number of claims filed was 1,742,508 as compared to 1,792,864 in the previous year, and benefit paid was \$415,234,067.38 as compared to \$478,631,077.67 in the previous year. Despite the increase in contribution rates which was effective during the last six months of the fiscal year, benefit payments exceeded income by \$133,918,924.56

COVERAGE

Of the amendments to the Act which became effective on September, 27, 1959, the only one affecting the coverage of employees was the raising of the wage limit for insurability from \$4,800 a year to \$5,460. It is estimated that the higher wage ceiling extended or restored coverage to approximately 80,000 salaried employees who were over the previous ceiling. (*There is no wage ceiling for persons paid at hourly, daily, piece or mileage rates. They are insured regardless of their total yearly remuneration.*) During the 19 years unemployment insurance has been in operation in Canada, the wage ceiling has been successively revised from \$2,000 a year to \$5,460 to keep pace with the rise in wage levels.

Although employment in a charitable institution or in a hospital not carried on for purpose of gain is excepted from the provisions of the Act, the employer may consent to insure certain groups or classes of employees provided the Commission concurs in such consent. During the year, 214 charitable institutions and hospitals made use of this elective feature of the Act to insure various categories of employees.

A similar provision permitting members of municipal police forces to be insured resulted in 46 municipalities requesting the Commission's concurrence in such coverage. This brings to a total of 124 the number of municipalities that have taken advantage of the regulation allowing coverage of members of a police force since it became effective October 2, 1955.

Under the Unemployment Insurance Act, which is a federal Act, provincial governments are not required to cover their employees. However, they may do so by consent of the employing government and with the concurrence of the Commission. During the year, three provincial governments consented to insure additional groups of employees. As a result, Newfoundland is now insuring certain categories of employees of the Fisheries Development Authority; the Hospital Services Commission of New Brunswick commenced coverage for certain of its employees; and Nova Scotia consented to insure classes of employees in the Department of Trade and Industry.

During the year, the insurance branch made an investigation with a view to more effectively controlling the purchase of unemployment insurance stamps by casual employers, i.e., those employing labour for purposes other than their regular trade or business and therefore not licensed in the ordinary way. As a result, the head office coverage division and the coverage officers in local offices examined more closely the existence of a bona fide contract of service in certain casual employments, particularly employment of relatives of the employer in such work as building or repairing the dwelling house of the employer. Consequently, the volume of correspondence with both the field offices and the public increased considerably over the previous year. There was also a noticeable increase in the number of rulings issued by the field offices to the public, all of which are reviewed by the head office coverage division in order to maintain a consistent interpretation of coverage questions.

Approximately 5,500 rulings were issued by the coverage division at head office on questions submitted by the field offices or received directly from the public. This represented an increase of about 56 per cent over the previous year. In addition, the coverage division reviewed some 20,000 letters on matters of coverage written by the Commission's field offices throughout Canada to employers and other interested persons, an increase of about 68 per cent over the previous year.

A person who is dissatisfied with a ruling given by an officer of the Commission with respect to insurability may appeal to the Commission for a formal decision. A further appeal from the decision of the Commission may be made to the Umpire. The Commission may also refer any question of coverage to the Umpire for decision. During the year, 58 formal coverage decisions were given by the Commission as compared to 20 in the previous year. Ten cases were appealed to the Umpire or referred to him by the Commission. Decisions were rendered in four of these. In one case the Umpire confirmed the decision of the Commission and in one case he modified it, allowing the appeal in part. The remaining two decisions were on cases referred to the Umpire by the Commission for a ruling. The Umpire's decision on the remaining six was pending at March 31, 1960.

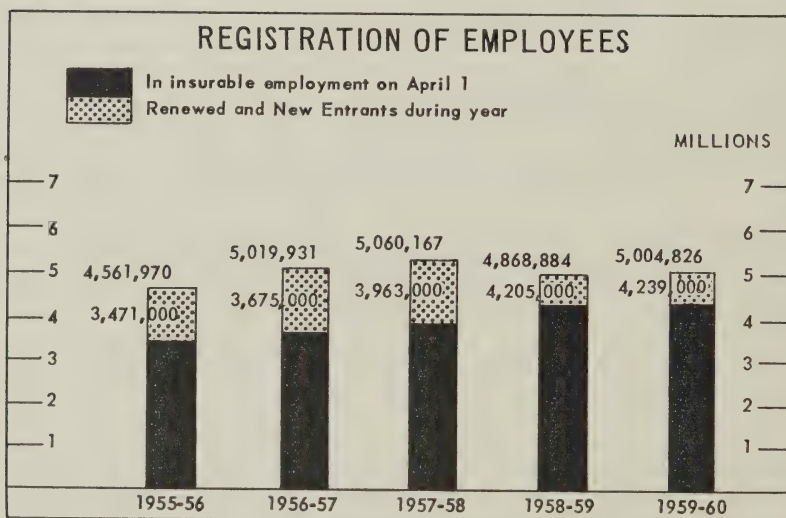
In administering a form of social legislation such as unemployment insurance, it is essential to keep abreast of other social legislation in Canada as well as in other

countries. It is a function of the head office coverage division to gather and maintain such information. Reports and answers to enquiries on various aspects of unemployment insurance were prepared in response to requests emanating from the public, other government departments, and from organizations such as the International Labour Office and the United Nations.

CONTRIBUTIONS

The two most important events for the contributions division during the year under review were the increase in contribution rates and the reduction in the number of semi-monthly stamps available for sale through post offices.

The increase in contribution rates was necessitated primarily by the continuing inadequacy of receipts to provide for the increase in total benefit paid. This resulted in a serious depletion of the fund. In order to provide that the income would at least equal the outgo, it was estimated that an increase in contribution rates, without any increase in equivalent benefit rates, would have to be in the neighbourhood of 30 per cent. Also, two new classes of contributions were added providing two new classes of benefit, namely 86 cents weekly for \$25 single and \$33 weekly dependency benefit, and 94 cents weekly contributions for \$27 single and \$36 weekly dependency benefit.



	1958-1959	1959-1960
Newfoundland.....	103,983	95,395
Prince Edward Island.....	18,519	18,589
Nova Scotia.....	176,411	173,174
New Brunswick.....	157,821	159,072
Quebec.....	1,362,818	1,466,292
Ontario.....	1,866,445	1,872,326
Manitoba.....	253,555	268,437
Saskatchewan.....	130,727	139,022
Alberta.....	321,730	337,967
British Columbia.....	476,875	474,552
CANADA.....	4,868,884	5,004,826

The reduction in the number of denominations of semi-monthly stamps available came into effect at September 27, 1959, with the new contributions rates. The number of such denominations was reduced from six to four at the upper end of the semi-monthly earnings scale, namely, \$3.12, \$3.38, \$3.72, and \$4.08. The value of the denominations which were dropped amounted to less than five per cent of the value of the sales of the comparative weekly denominations, and this move greatly improved the techniques by which weekly benefit could be calculated from weekly contributions corresponding to semi-monthly earnings.

The increases in contributions and the decrease in denominations of semi-monthly stamps caused many employers to consider the bulk payment method of making contributions, with the result that a more than normal increase of applications was received, as noted in the following table.

	1957-58	1958-59	1959-60
Permits granted.....	1,002	1,013	1,457
Subsidiaries included in above.....	127	156	233
Cancellations.....	167	234	370
Permits in force at March 31.....	6,208	7,017	8,180
Increase.....		13%	17%

Fewer initial claims were computed, or, where necessary, recomputed, as indicated in the following table.

Region	1958-59	1959-60
Atlantic.....	345,233	269,971
Quebec.....	803,247	620,090
Ontario.....	720,114	599,012
Prairie.....	305,457	258,067
Pacific.....	285,119	205,444
	<hr/> 2,459,170	<hr/> 1,952,584

The contributions division maintains a master index of Canada's insured population. The volume of enquiries for unemployment insurance purposes increased from 324,920 in 1958-59 to 344,233 in 1959-60, mainly because of an increase in the number of insured persons who failed to keep an adequate record of their insurance number. The volume of enquiries from other government agencies and other sources decreased from 21,334 to 17,960 during the same period.

CLAIMS

Several significant changes in connection with benefit resulted from the amendments to the Act, which are outlined in a preceding section. Amended Regulations, also effective September 27, 1959, provided that certain moneys received by a claimant at the occasion of separation, such as bonuses, gratuities, and holiday pay, be taken into consideration for benefit purposes. This deferred the payment of benefit for a period equivalent to that represented by these moneys, allocated on the basis of the claimant's usual basic wage.

Fewer initial claims were filed than in the previous year and a month by month comparison shows a smaller volume in every month except November, 1959, and February and March, 1960. The increase in the latter months of the fiscal year was caused, at least in part, by the increased number of insured persons, an increase brought about by normal population growth and the restoration of coverage to persons in higher wage brackets.

The number of persons claiming benefit at the end of each month was much lower during the early months of the fiscal year when compared to the earlier like period. At the end of May and June, 1959, the number of persons claiming benefit was only about half that of the corresponding months of 1958. This difference narrowed in each subsequent month until February and March, 1960. At the end of each of these months the number of persons claiming benefit was higher than in the corresponding month in 1959, which may be partially accounted for by the change in legislation extending the maximum duration of benefit from 36 weeks to 52 weeks.

Claims were handled promptly and generally speaking, any delays that did occur were usually caused by the claimant's failure to deposit his contribution records when filing his claim.

Benefit payments totalled \$415,234,067.38, this amount being some \$63,000,000 less than in the previous fiscal year.

There were 1,733,009 claims processed during the year, a decrease of 66,304 (3.7 per cent) from the previous year. Regular benefit was established for 1,085,997 claims (62.7 per cent), and seasonal benefit was established for 455,349 claims (26.3 per cent). The remaining 11 per cent comprised 191,663 claims that failed to qualify for any type of benefit.

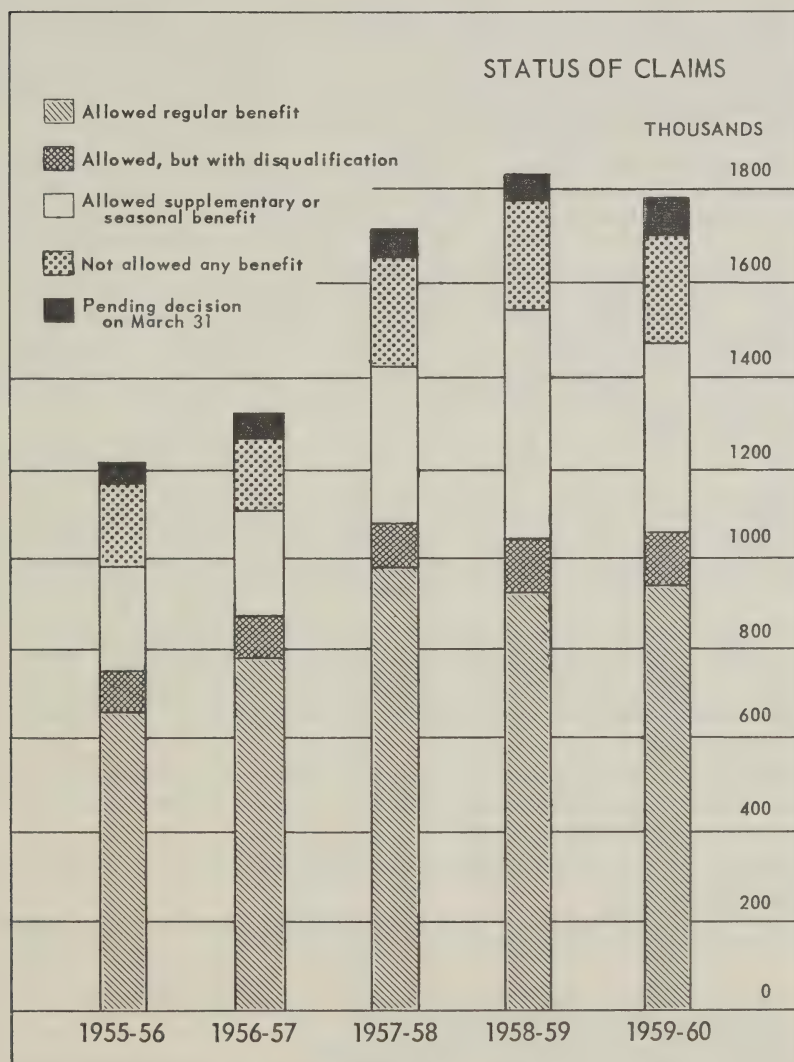
Of those established, 1,345,487 claims (87.3 per cent) were allowed with no disqualification, 122,246 (7.9 per cent) with disqualifications of varying durations, and 73,613 claims (4.8 per cent) did not qualify in the first instance, but were established later.

Of the 647,012 claimants who failed to establish regular claims, 268,514 failed to qualify because they had less than 30 weekly contributions in the 104-week period immediately preceding their claim; 166,509 who had previously claimed in the preceding 104 weeks did not have the required 24 weekly contributions since their previous claim began or in the 52 weeks prior to the new claim, whichever period was longer; 211,868 had less than the eight weekly contributions required in the previous 52 weeks or since the last claim began, whichever period was shorter; and 121 fishermen who were claimants for regular benefit had less than six weekly contributions in four consecutive calendar quarters in the seven calendar quarters prior to the week of the claim.

Disqualifications imposed on claims on which entitlement had otherwise been established, totalled 301,225. These disqualifications were effective for varying periods from the date the claim was made or during the life of the claim. The principal reasons for disqualification and the number of claimants affected were as follows: 86,120 claimants left their employment voluntarily without just cause; 80,587 were not available for work; 24,818 were disqualified because of the determination and allocation of earnings; 23,058 neglected to produce their insurance books or otherwise failed to complete their applications for benefit; 22,712 refused offers of work; 13,636 lost their employment due to misconduct; and 7,982 were out of work due to a stoppage of work attributable to a labour dispute. The remaining 42,312 disqualifications were imposed for such reasons as the claimant being not unemployed, not capable of work or having ceased work because of illness.

During the year under review, there were 6,274 applications to have claims ante-dated, of which 2,847 (45 per cent) were allowed. There were 33,628 applications for extension of the qualifying periods for reasons such as being incapacitated for work, self-employed or engaged in non-insurable employment. Of these, 24,295 (72 per cent) were allowed.

Boards of referees dealt with 14,700 appeals by claimants against decisions given by insurance officers. In 1,827 cases (12.4 per cent) the appeals were allowed, and the insurance officers' decisions were upheld in the remainder. In addition, insurance officers referred 41 cases to the boards of referees for decision. Of these, 11 were allowed, and disqualifications were imposed on the remaining 30 cases.



The Umpire disposed of 104 appeals. Of these, 96 were made by claimants and their associations and eight were made by insurance officers. The Umpire upheld the appeal of the claimant or his association in 33 cases and the insurance officer in six cases. The remaining 65 appeals were dismissed.

AUDIT

At the beginning of the year, two new district audit offices were established, one at Chicoutimi, Quebec, and the other at Weston, Ontario. The purpose of these offices was to reduce the size of the Quebec City and Toronto districts respectively.

The number of registered employers subject to audit rose during the year to 387,660, an increase of 14,126 over the previous year. A field staff of 280 auditors completed 190,467 audits and 37,340 investigations during the year. These auditors, together with 169 clerical staff, carried out their duties at 36 district and 92 resident locations. In an effort to keep audit visits to a minimum, 249,065 letters were sent to employers whose stamp purchases during the year appeared to be either too infrequent or for an insufficient amount to keep contributions up to date.

As a result of the audits made, overdue contributions established amounted to \$2,000,449 and, as well, an amount of \$53,779 in penalties was added in those cases where the employer had a previous record of delinquency. As in previous years, the incidence of delinquency continued unabated; arrears were discovered in 27.4 per cent of the audits made. The auditors continued to be effective collectors as 85.6 per cent of the arrears were paid either at time of audit or by the efforts of senior auditors at district centres. If the audit division cannot effect collection, the case is referred to the enforcement branch for possible collection by way of the Exchequer Court or garnishment. The amount of overdue contributions outstanding at the end of the year under review was \$282,163, an increase of \$54,918 from the previous year end.

In addition to routine audits of regular employers, auditors were extensively engaged in investigations concerning individual complaints of employer non-compliance and in checking instances of suspected illegal use of stamps. Many investigations were made of stamp purchases by casual employers to determine if their employees were properly insurable. Some cases where misuse of stamps was discovered were passed to the enforcement branch for consideration of prosecution.

In the audits of employers who claim to employ relatives the auditors continued to make a close examination of the terms of employment to ascertain whether a genuine employer-employee relationship exists, as this is a prerequisite to the employee being insured. In cases of doubt, the auditor submits the facts to head office for a ruling.

The audit of fishing industry "employers" consumed considerable time. The complexity of the regulations make it difficult to record contributions properly, so that many adjustments are required.

During the year, at the request of the Commission, the audit division made surveys relating to:

- (1) the type of employers purchasing stamps as casual employers and the type of employment involved;
- (2) the "voiding" of stamps affixed by casual employers when contributions should not have been paid; and
- (3) employment in nurseries and greenhouses.

In addition to their audit and investigation work, auditors have certain duties relating to enforcement. Where offences against the Act or Regulations are discovered, the auditor completes a special report which is submitted to the enforcement branch with a recommendation as to whether prosecution should be undertaken. If prosecution is proceeded with, the auditor lays the charge and appears in court on behalf of the Commission.

With respect to employers located in rural areas not easily accessible to employer relations officers of the local office, and also in the case of small employers, auditors, during their visits, explain the advantages to the employer of using the National Employment Service to recruit workers. If the employer has a vacancy to be filled, the auditor passes this information to the local office.

AGREEMENTS WITH OTHER COUNTRIES

In 1942, a reciprocal agreement was made between the governments of Canada and the U.S.A. under which insured persons in either country who changed their residence from one country to the other could claim benefit from the country where they established benefit rights by filing interstate claims. This arrangement provides not only that benefit rights are not lost by an insured person's removal from one country to the other, but that duplication of benefit payments for the same period of unemployment is avoided; benefits are not payable by one jurisdiction (defined as any state or Canada) until the claimant has exhausted or terminated his benefit rights in the other jurisdiction.

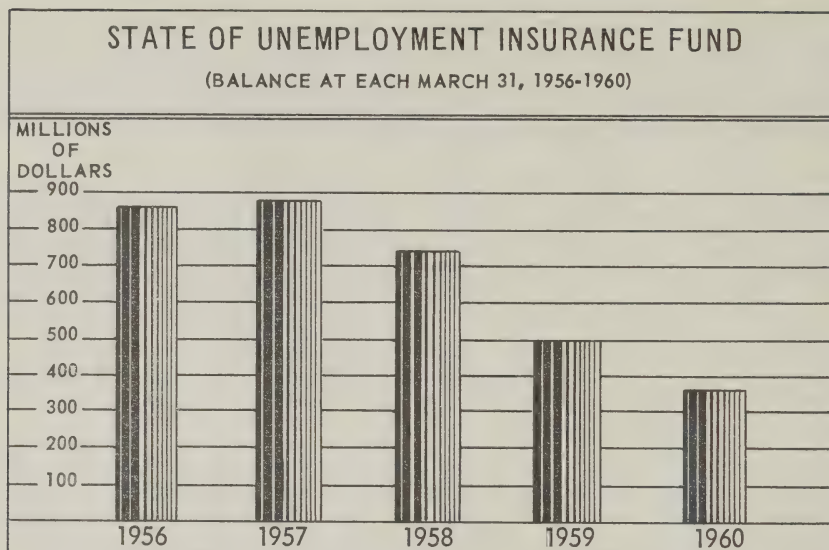
It has been left to each state of the United States to enter the agreement with Canada, and, since 1942, all but the following four states have signified willingness to reciprocate: Alabama, Iowa, Maine, and New Hampshire. The Commission has had formal exchanges at various times with Maine and New Hampshire to determine whether they will enter the agreement with Canada. To date, the Unemployment Compensation Commissions of both states have indicated they are not prepared to amend their legislation permitting reciprocity with Canada for unemployment insurance purposes.

Interstate claims filed against Canada during 1959-60 by Canadians who had moved to the United States numbered 4,541. This is an increase of 520 over the number of claims filed during the previous year. The number of claims filed in Canada against the United States was 2,952, a decrease of 588 from the number filed in the previous year.

Under an agreement made in 1959 between the governments of Canada and the United Kingdom, which came into effect January 1, 1960, the Unemployment Insurance Commission co-operates with the British Ministry of Pensions and National Insurance in supplying, upon request, certain information regarding the employment history of persons formerly resident in the United Kingdom who have worked in Canada and, having subsequently returned to the United Kingdom, have made claims for unemployment benefit under the National Insurance scheme.

The National Insurance legislation of the United Kingdom provides that under certain conditions such a person is treated for unemployment benefit as if he had been resident in the United Kingdom during any period in which he was gainfully occupied in employment under a contract of service in Canada. The provision is unilateral, not reciprocal, as Canada has no corresponding provision in its Unemployment Insurance Act.

In applying the agreement between Canada and the United Kingdom, no transfer of funds is made. The basic information which the Unemployment Insurance Commission endeavours to supply is the number of weeks the claimant has worked in insurable employment in Canada or the number of weeks for which he has established entitlement to and has been paid unemployment insurance benefit under the Canadian Act. During the three-month period from January 1, 1960, when the agreement came into effect, to March 31, 1960, 230 cases had been referred to the Commission. Information had been supplied on 196 of these and 34 were still being processed.



UNEMPLOYMENT INSURANCE FUND

Although a portion of the fund is composed of cash that is on deposit with the chartered banks, the main portion is in the form of investments guaranteed by the Government of Canada. The cash in banks is for the redemption of benefit warrants and for supplying local offices with currency for cash payments of benefit. As the need arises, the banks are supplied with additional funds through the sale of securities or by short-term secured loans. The investment transactions of the fund are authorized by a three-member committee consisting of the Governor or Deputy Governor of the Bank of Canada, a nominee of the Minister of Labour, and a nominee of the Minister of Finance.

Revenue from all sources totalled \$281,315,142.82 and included employer, employee, and government contributions, penalties, and interest on investments. The increase of \$47,073,032.51 over the previous year was attributable mainly to amendments which increased contribution rates and added two new contribution classes. Benefit payments amounted to \$415,234,067.38 resulting in an excess of expenditure over revenue of \$133,918,924.56, and leaving a balance of \$365,892,232.95 in the fund at the end of the fiscal year.

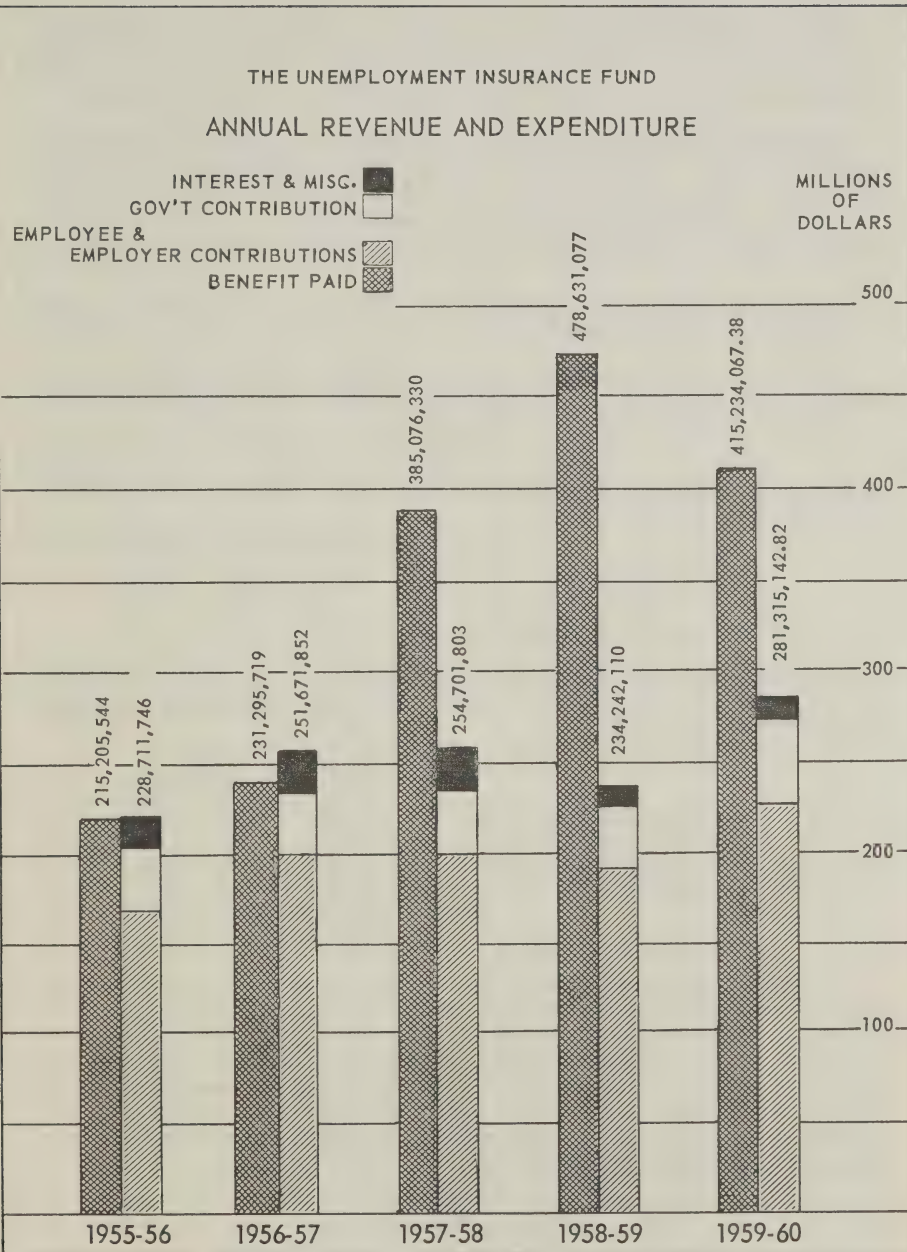
Benefit payments exceeded revenue in the months of April and May and from December to March inclusive. The high month for benefit payments was March, 1960 (\$74,837,064.30), and the month of lowest payment was August, 1959 (\$13,123,155.75).

The book value of investment securities at the end of the year was \$352,200,197.24 and the par value was \$356,439,500.00. The average weighted yield of these securities was 3.7 per cent per annum.

ADMINISTRATION

ENFORCEMENT

The enforcement branch is primarily responsible for ensuring that the Unemployment Insurance Act and Regulations are observed by persons claiming benefit. It is also responsible for cases involving employer infractions (including prosecution



when advisable) and, through the use of Exchequer Court and garnishment procedures, the recovery of funds owing by employers or claimants.

Several changes in enforcement procedures were made during the fiscal year 1959-60. Control procedures were simplified and made more effective; investigation requirements were lowered for relatively minor cases; and changes in forms were introduced to reduce the time required for reporting and transmitting cases.

The need for training material and organized training courses, especially for auditors handling enforcement work, was recognized. Instructional material was prepared to meet the requirements of each region and training sessions were held with district auditors from coast to coast. Additional material is now ready for similar sessions to be held with enforcement officers in the spring and summer of 1960.

Statistical studies were continued and proved invaluable in measuring the effectiveness of the enforcement program.

The number of investigations of suspected false statements increased from 20,592 in 1958-59 to 24,897 in 1959-60. The total number of investigations (including spot checks) increased from 67,702 to 73,547.

The number of detected punishable infractions continued to increase, largely as a result of the changes in methods and procedures. Comparative figures for the past three years are shown.

	1957-58	1958-59	1959-60
Penalties imposed on claimants under Section 65 of the Act.....	8,565	13,089	16,851
Prosecutions undertaken (claimants).....	900	1,325	1,489
Prosecutions undertaken (employers).....	334	504	603

The following table illustrates the number and total amount of collections through garnishment and Exchequer Court proceedings, with comparative figures for the previous fiscal year.

	1957-58		1958-59	
	Number	Amount	Number	Amount
Employers: Garnishment.....	415	\$22,704	458	\$26,273
Exchequer Court.....	58	6,811	57	5,978
Claimants: Garnishment.....	226	11,765	298	21,913
Exchequer Court.....	77	5,587	74	8,175
	776	\$46,867	887	\$62,339

Enforcement personnel requirements were reviewed and some territorial changes will become effective in the new fiscal year, reflecting increased strength in the branch. In Appendix VII of this report, a statistical summary of investigations completed by the enforcement branch in 1959-60 is provided. Appendix VIII contains a summary of prosecutions undertaken during the same period against employers and claimants for various infractions of the Act and Regulations. In addition to the legal action recorded in the latter appendix, there were 28 prosecutions instituted under the Criminal Code.

PUBLIC RELATIONS

New manual instructions were written and additional staff was recruited during the year to implement the Commission's expanded public relations program. As a first step, a survey was undertaken to determine the extent to which local offices across the country were currently achieving radio publicity. The survey revealed

that 136 offices have either regular or intermittent programs produced by their local outlets. The programs were mainly of the "job opportunities" and "employment news" type, but a good deal of publicity was also obtained for such special campaigns as those on behalf of winter employment, the older worker, the handicapped worker, and youth. It is estimated that the value of free public service radio time received by local offices is some \$100,000 per annum.

In order to supplement and assist local office activities, plans were completed for head office to produce and distribute to the field a series of short, taped programs on various aspects of the Commission's operations.

In co-operation with the employment branch, two promotional booklets were produced. The first, *How Old Is Old?* brings to the attention of employers the valuable contribution that the older worker can make in the way of staff performance. The second, *NES—Geared to Canada's Employment Needs*, is also directed to employers. It is intended to promote the use of NES facilities and describes graphically the many services available.

The monthly Questions and Answers feature on unemployment insurance was published regularly in 281 English language and 251 French language newspapers and was also featured on several radio stations. The material also continued to be used internally for staff training purposes.

The branch continued to be heavily involved in correspondence with the public and, as well, prepared the usual quota of press releases, speeches, and statements on amendments to the Act.

STAFF

The 1959 annual review of establishment resulted in an increase of 163 positions for the fiscal year 1960-61. A continuation of heavy workloads and the extension of existing services were the contributing factors. Provision was also made for 310 upward and 95 downward reclassifications.

There were 7,978 regular employees on strength on March 31, 1960, as compared to 7,570 employees on March 31, 1959.

In addition, there were 2,377 casual employees on strength on March 31, 1960, as compared to 2,620 on March 31, 1959. During the peak period in 1959-60 there were 3,224 casual employees on strength as compared to 3,682 in 1958-59. These employees are engaged mainly to assist in the additional seasonal workload of claims for unemployment insurance benefit.

The distribution of staff at the end of the 1959-60 fiscal year was:

	<i>Regular</i>	<i>Casual</i>
Head Office.....	351	11
Atlantic Region.....	833	338
Quebec Region.....	2,243	808
Ontario Region.....	2,470	791
Prairie Region.....	1,168	259
Pacific Region.....	913	170

Staff turnover increased from the previous fiscal year. Figures for the last three fiscal years are: 1957-58, 12.35 per cent; 1958-59, 11.76 per cent; and 1959-60, 13.14 per cent.

During the year, the joint committee of UIC and Civil Service Commission personnel continued the special studies of salaries and classifications of UIC positions. This resulted in the establishment of three new classes to cover most of the present employment and claims officer positions in local offices.

In addition, regular studies were continued by the establishment review division to maintain and develop the Commission's staffing, classification, and fixed establishment program.

The performance review program for managers and senior officers which was initiated some four years ago has now been implemented in all regional offices. This has entailed a considerable amount of staff training and the full co-operation of the regional and assistant regional directors. The program has produced worthwhile results and steps are now being taken to extend the scope of its coverage. In addition to the performance review program, a personnel appraisal program has also been initiated which is, at the present time, being used to assess the potential of senior officers in the interest of personnel planning and development.

The performance review program, which covers the remainder of the staff, has also been the subject of consideration and review. A new method of reporting on the work performance of employees is under study and it is anticipated that it will be implemented shortly.

The rating division reviewed the selection board reports on 1,139 promotional competitions which were held during the year. These competitions resulted in the filing of 56 appeals, most of which were handled by this division. In addition to the promotional competitions, a number of positions were filled by open competition. Posters advertising the promotional competitions were all reviewed and amended as required.

Standard statements of duties and desirable qualifications to cover all positions in the UIC are being drawn up and will be released to the regional offices as they are approved. The preparation of these statements is, however, a continuous task and will require frequent review and amendment.

STAFF TRAINING

The Commission's supervisory training program continued throughout the year. Research was conducted and a more advanced program will be inaugurated early in the new fiscal year.

Six hundred and eight new employees passed the examination following a three months' induction course.

Four hundred and twenty-three employees passed the final examination after having completed the 15 assignments of the career course-qualifying test, entitling them to enter promotional competitions. Seven hundred and eighty-four employees enrolled in the course during the year, and 767 were actively engaged in the course at the end of the year. The course is continuing.

Three new employment training topics were added to the Commission's work training program. These consisted of: 19 units of training on the work of employer relations; 12 units of training on the work of soliciting and recording employers' orders for workers; and six units of training on the work of interviewing and referring candidates to vocational training courses.

Three new insurance training topics were also added to the Commission's work training program. These consisted of: 13 units of training for employees aspiring to become insurance officers with limited adjudicating authority; 36 units of training for employees aspiring to become insurance officers with full adjudicating authority; and nine training pamphlets designed to train casual employees to get them into production as quickly as possible.

A new type of fall and winter training program was inaugurated for the larger offices of the Commission. This program was designed to improve the operations of the larger offices during peak load periods. This program is continuing.

INSPECTION

During the year under review this branch lost the services of one of its senior inspectors who was a successful candidate for the position of assistant local office manager in the Winnipeg local office. Six vacancies on the inspection branch establishment were filled during the period April to October 1959. One inspector was loaned to another branch for four months to assist in the mechanization program. Training inspectors for their new work, and at the same time maintaining a program of inspection which would enable the branch to reduce the backlog of inspections to be done, has progressed satisfactorily. The following table shows the number of offices inspected during the year.

	<i>Local Offices</i>		<i>District</i>	<i>District</i>
	<i>General</i> <i>Inspection</i>	<i>Cash</i> <i>Verification</i>	<i>Audit</i> <i>Offices</i>	<i>Enforcement</i> <i>Offices</i>
Atlantic.....	6	10	1	1
Quebec.....	11	22	3	4
Ontario.....	21	35	—	4
Prairie.....	9	15	2	3
Pacific.....	9	17	1	3
Total.....	56	99	7	15

The above figures show fewer local offices were inspected than during the preceding year, but a substantial increase in other work of the branch is indicated.

There still remains a number of district audit offices to be inspected, but with the inspection positions now filled and training on this phase of the work being accelerated, it is anticipated a greater number of offices will be inspected during the coming fiscal year.

STANDARDS AND METHODS

The standards and methods division continued to concentrate its efforts in the fields of technical research and work measurement. At the same time, officers of the division continued to review and analyse instructions, procedures, forms, methods, and practices prepared by other divisions of the Commission, and to ensure that all such practices conformed to Commission policies and standards. Officers also provided assistance in conducting surveys, investigating suggestions, and reviewing communications.

Time studies were carried out in various Commission offices in the Prairie, Ontario, and Quebec regions to establish work standards for staffing and production purposes. The evaluation of data gathered on these field trips is still being carried out.

The mechanized system of benefit payment established in the Prairie region in the previous fiscal year underwent further study and improvement, and comprehensive reports were prepared in connection therewith.

The division carried out surveys to determine shifts in population, especially in and near larger urban centres, with a view to arriving at a more equitable distribution of Commission offices. Advice and liaison were provided in connection with the appointment of agents of the Commission in remote areas.

An increase was noted in the preparation of layouts and other arrangements for new offices and additional space for existing offices serving the public. During the year, 24 new premises were occupied, of which 18 were located in new federal buildings. A Commission building was opened in Oshawa, Ont., and contracts were let for three other Commission buildings. Temporary space for accommodating the public during winter rush periods was obtained at five locations. Altogether, the division prepared 190 new and revised layouts.

Officers of the division were called upon on many occasions to advise other branches on proposed new procedures and practices, and to assess modifications in the administrative field. This activity included the editing and review of about 350 circulars and releases containing instructions to the staff, and the review or preparation of some 1,050 old and new forms.

The volume of suggestions received during the year from the staff was considerably reduced in comparison with other years because a comprehensive study of insurance procedures and forms is under way; until this study is completed, employees have been asked to refrain from submitting suggestions on this matter. Nevertheless, 403 suggestions were received during the year. Of these, 54 were adopted and the saving resulting therefrom is estimated to be \$24,500.

COMMISSION OFFICES

As of March 31, 1960, the Commission operated 251 offices. Of this number, 199 were regular offices, 26 were branch offices, 15 were area offices, and six were in centres where itinerant service was provided on a weekly or semi-weekly basis.

Late in 1958, the Commission instituted a system whereby agents are appointed to complete all the necessary documents in connection with applications for unemployment insurance benefits. In this way, applicants who live too far away from any of the Commission offices are able to make their applications with a minimum of delay. The system also substantially reduces the amount of correspondence with postal applicants. Agents operating on March 31, 1960, numbered 175. Regionally, there were 63 in the Atlantic region, 47 in Quebec region, 20 in Ontario region, 26 in the Prairie region, and 19 in the Pacific region.

Year Ending	Regional Offices	District Offices	Local Offices			Itinerant Offices	Total
			Regular	Branch	Area		
Mar. 31/42.....	5	4	109	118
Mar. 31/43.....	5	4	195	11	215
Mar. 31/44.....	5	4	194	16	221
Mar. 31/45.....	5	5	191	24	62	289
Mar. 31/46.....	5	4	191	30	68	300
Mar. 31/47.....	5	4	187	26	93	317
Mar. 31/48.....	5	189	24	60	280
Mar. 31/49.....	5	178	40	70	295
Mar. 31/50.....	5	181	37	71	296
Mar. 31/51.....	5	181	35	64	287
Mar. 31/52.....	5	186	34	36	262
Mar. 31/53.....	5	188	34	21	247
Mar. 31/54.....	5	191	33	8	238
Mar. 31/55.....	5	192	35	8	241
Mar. 31/56.....	5	201	28	6	241
Mar. 31/57.....	5	202	26	5	239
Mar. 31/58.....	5	202	29	8	247
Mar. 31/59.....	5	199	35	10	249
Mar. 31/60.....	5	199	26	15	6	251

LEGAL

During the fiscal year, the legal branch drafted an amendment to the fishing regulations providing an alternate method of computing fishermen's expenses.

The branch also assisted the Department of Justice in drafting a series of amendments to the Unemployment Insurance Act. The most important of these raised the wage ceiling of insurability, increased contribution rates, prevented the claimant's benefit rate from decreasing more than one class at a time, and restored in the Act the provisions creating an offence for making a false statement.

Consequent upon these amendments, revised regulations were drafted providing for correlated changes in the regulations, recasting of the sections dealing with the determination and allocation of earnings for benefit purposes, and removal of the special provisions regarding stevedores in designaged ports.

The work entrusted to the legal branch increased by over 14 per cent (from 1,002 assignments to 1,143) and the work completed by 20 per cent (from 917 to 1,107).

Some aspects of the work that increased were: the review of dismissed enforcement cases (15 to 34); special consents approved for prosecutions (73 to 156); enforcement cases reviewed (129 to 333).

Out of seven appeals launched, two were won, one was dismissed, and four are still pending.

A test case has been undertaken to ascertain the scope of the Act in regard to making trust funds out of deductions from wages which the employer had not paid when bankruptcy occurred; the case is still pending.

Cases involving the determination of coverage questions by the Commission showed the greatest increase (from 9 to 68).

Other increases in work load were: the review of private supplemental unemployment benefit plans (24 to 73); the review of forms for legality of content, (102 to 208); and the review of circulars and releases (228 to 274).

On the other hand, cases where a veteran has applied for help in securing seniority rights under the Reinstatement in Civil Employment Act has been reduced by one-half; out of six, at least five had no right to reinstatement.

Cases where employees of the Commission have been suspected of defalcation were reduced from 18 to 11. The review of the benefit appeals by the insurance officer to the Umpire from decisions of boards of referees was reduced from 67 to 18.

Cases where oral hearings were held before the Umpire in coverage or benefit cases increased from 43 to 50. Six of these hearings were held in Ottawa, three in Quebec City, 13 in Toronto, 15 in Montreal, 11 in Vancouver, and one in Lethbridge. A member of the legal branch acted as counsel for the Commission. Claimants' appeals to the Umpire reviewed totalled 115.

To summarize, 146 cases were brought forward from 1958-59, and 1,143 new cases were received. During the fiscal year, 1,107 cases were completed leaving 182 cases to be brought forward to 1960-61. Of these 182 cases, extensive work has been carried out in 147, and the other 35 have been reviewed but not fully completed.

ADMINISTRATIVE COSTS OF THE UNEMPLOYMENT INSURANCE
COMMISSION DURING THE PERIOD APRIL 1, 1959 TO
MARCH 31, 1960

Salaries and Wages.....	\$30,812,362.34
Overtime.....	44,358.28
Living and Other Allowances.....	21,566.27
Professional and Special Services.....	137,693.15
Commission to Post Office Department.....	884,555.53
Canadian Corps of Commissionaires Services.....	256,875.67
Travelling and Removal Expenses.....	722,615.75
Freight, Express and Cartage.....	116,587.26
Postage.....	974,734.28
Telephones, Telegrams and Other Communication Services.....	415,438.14
Publication of Departmental Reports and Other Material.....	71,206.52
Exhibits, Advertising, Films, Broadcasting and Displays.....	93,010.95
Office Stationery, Supplies and Equipment.....	1,058,381.23
Unemployment Insurance Stamps.....	56,395.01
Materials and Supplies.....	2,845.63
Rental of Office Accommodation.....	1,422.65
Acquisition of Equipment.....	3,992.33
Repairs and Upkeep of Equipment.....	3,604.88
Municipal or Public Utility Services.....	2,522.58
Unemployment Insurance Contributions.....	43,672.11
Umpire, National Advisory Committee, National Regional and Local Employment Committees, Boards of Referees.....	140,946.29
Sundries.....	3,862.45
	<hr/>
	\$35,868,649.30

APPENDIX I

LOCATION OF OFFICES OF THE UNEMPLOYMENT INSURANCE COMMISSION

Head Office—OTTAWA, Ont.

REGIONAL OFFICES

Atlantic Region — Moncton, N.B. Ontario Region — Toronto, Ont.
 Quebec Region — Montreal, Que. Prairie Region — Winnipeg, Man.
 Pacific Region — Vancouver, B.C.

NATIONAL EMPLOYMENT SERVICE OFFICES

Newfoundland

Corner Brook
 Grand Falls
 *St. John's

Prince Edward Island

*Charlottetown
 Summerside

Nova Scotia

Amherst
 Bridgewater
 Dartmouth
 Glace Bay
 *Halifax
 Inverness
 Kentville
 Liverpool
 *New Glasgow
 New Waterford
 North Sydney
 Pictou
 Springhill
 *Sydney
 Sydney Mines
 Truro
 Yarmouth

New Brunswick

*Bathurst
 Campbellton
 Chatham
 Edmundston
 *Fredericton
 Minto
 *Moncton
 Newcastle
 Oromocto
 Sackville
 *Saint John
 St. Stephen
 Shediac
 Sussex
 Woodstock

Quebec

Acton Vale
 *Alma
 Arvida
 Asbestos
 Baie-Comeau
 Beauharnois
 Buckingham
 Campbell's Bay
 Causapsal
 *Chandler
 *Chicoutimi
 Coaticook
 Cowansville
 Dolbeau
 *Drummondville
 East Angus
 Farnham
 Forestville
 Gaspé
 Granby

Quebec (Cont.)

Grand'Mère
 Grindstone Island
 (Magdalen Islands)
 *Hull
 *Joliette
 Jonquière
 Lachine
 Lachute
 La Malbaie
 La Tuque
 Lévis
 Longueuil
 Louiseville
 Magog
 Maniwaki
 Matane
 Mégantic
 Mont Laurier
 Montmagny
 Montmorency
 *Montreal
 Business, Youth and
 Professional
 Centre
 Eastern
 Northern
 Western
 New Richmond
 Plessisville
 Port-Alfred
 *Québec
 Richmond
 Rimouski
 *Rivière-du-Loup
 Roberval
 *Rouyn
 Ste-Agathe-des-Monts
 Ste-Anne-de-Bellevue
 St-Hyacinthe
 St-Jean
 St-Jérôme
 Ste-Thérèse
 Sept-Îles
 *Shawinigan
 *Sherbrooke
 Sorel
 Thetford Mines
 *Trois-Rivières
 Val-d'Or
 Valleyfield
 Victoriaville
 Ville-St-Georges

Ontario

Arnprior
 Barrie
 Belleville
 Bracebridge
 Brampton
 *Brantford
 Brockville
 Carleton Place
 Chatham
 Cobourg
 Cochrane
 Collingwood

Ontario (Cont.)

*Cornwall
 Dunnville
 Elliot Lake
 Fort Erie
 Fort Frances
 *Fort William
 Galt
 Gananoque
 Goderich
 Guelph
 *Hamilton
 Hawkesbury
 Hearst
 Ingersoll
 Kapuskasing
 Kenora
 *Kingston
 Kirkland Lake
 *Kitchener
 Leamington
 Lindsay
 Listowel
 *London
 Long Branch
 Midland
 Napanee
 Newmarket
 Niagara Falls
 *North Bay
 Oakville
 *Orillia
 *Oshawa
 *Ottawa
 *Owen Sound
 Parry Sound
 *Pembroke
 Perth
 Peterborough
 Picton
 Port Arthur
 Port Colborne
 Port Hope
 Prescott
 Renfrew
 *St. Catharines
 St. Thomas
 Sarnia
 Sault-Ste-Marie
 Simcoe
 Sioux Lookout
 Smiths Falls
 Stratford
 Sturgeon Falls
 *Sudbury
 Tillsonburg
 Timmins
 *Toronto
 Business, Youth and
 Professional
 Centre
 Eastern
 Western
 Trenton
 Walkerton
 Wallaceburg
 Welland

Ontario (Cont.)

Weston
 *Windsor
 Woodstock

Manitoba

*Brandon
 Dauphin
 Flin Flon
 Portage-la-Prairie
 St-Boniface
 Selkirk
 The Pas
 *Winnipeg

Saskatchewan

Estevan
 Lloydminster
 Moose Jaw
 North Battleford
 Prince Albert
 *Regina
 *Saskatoon
 Swift Current
 Weyburn
 Yorkton

Alberta

Blairmore
 *Calgary
 Drumheller
 *Edmonton
 Edson
 Grande Prairie
 *Lethbridge
 Medicine Hat
 Red Deer

British Columbia

Chilliwack
 Courtenay
 Cranbrook
 Dawson Creek
 Duncan
 Kamloops
 Kelowna
 Kitimat
 Mission City
 Nanaimo
 *Nelson
 *New Westminster
 North Vancouver
 *Penticton
 Port Alberni
 *Prince George
 Prince Rupert
 Princeton
 Quesnel
 Trail
 *Vancouver
 Vernon
 *Victoria

Yukon Territory

Whitehorse

Great Britain

London, England

NOTE: * indicates that Boards of Referees appointed at these centres.

APPENDIX II

EMPLOYMENT OPERATIONS BY THE LOCAL OFFICES OF THE UNEMPLOYMENT INSURANCE COMMISSION, APRIL 1, 1959 TO MARCH 31, 1960 BY PROVINCES

Province	Applications Registered	Vacancies Notified	Total Placements	Regular ⁽¹⁾ Placements	Casual ⁽²⁾ Placements
Newfoundland.....	Male 66,393 Female 6,323 Total 72,716	5,673 1,798 7,471	4,478 1,036 5,514	3,045 930 3,975	1,433 106 1,539
Prince Edward Island.....	Male 17,318 Female 5,441 Total 22,759	5,991 2,882 8,873	4,724 2,497 7,221	2,783 1,651 4,434	1,941 846 2,787
Nova Scotia.....	Male 100,507 Female 28,934 Total 129,441	21,745 10,527 32,272	20,245 8,156 28,401	14,018 6,105 20,123	6,227 2,051 8,278
New Brunswick.....	Male 110,921 Female 28,793 Total 139,714	25,243 8,823 34,066	24,941 7,549 32,490	19,727 5,912 25,639	5,214 1,637 6,851
Quebec.....	Male 778,795 Female 274,520 Total 1,053,315	190,582 97,286 287,868	166,947 75,246 242,193	131,122 60,613 191,735	35,825 14,633 50,458
Ontario.....	Male 989,622 Female 403,972 Total 1,393,594	277,614 147,363 424,977	244,438 110,738 355,176	180,071 88,219 268,290	64,367 22,519 86,886
Manitoba.....	Male 138,664 Female 57,310 Total 195,974	52,790 29,304 82,094	44,923 21,396 66,319	30,621 12,708 43,329	14,302 8,688 22,990
Saskatchewan.....	Male 94,776 Female 37,405 Total 132,181	32,234 15,563 47,797	28,340 11,536 39,876	21,421 8,787 30,208	6,919 2,749 9,668
Alberta.....	Male 176,891 Female 70,608 Total 247,499	64,486 36,475 100,961	54,343 24,641 78,984	41,542 17,974 59,516	12,801 6,667 19,468
British Columbia.....	Male 371,582 Female 159,061 Total 530,643	77,640 73,261 150,901	69,190 62,117 131,307	47,249 31,252 78,501	21,941 30,865 52,806
Canada.....	Male 2,845,469 Female 1,072,367 Total 3,917,836	753,998 423,282 1,177,280	662,569 324,912 987,481	491,599 234,151 725,750	170,970 90,761 261,731
Comparable Totals 1958-1959.....	Male 2,761,429 Female 998,409 Total 3,759,838	646,487 380,858 1,027,345	571,161 296,207 867,368	422,962 214,757 637,719	148,199 81,450 229,649

(1) Includes Transfers—Out.

(2) Placements are termed "Casual" when the duration of the employment is six or less working days' duration.

APPENDIX III

EMPLOYMENT OPERATIONS BY THE LOCAL OFFICES OF THE UNEMPLOYMENT INSURANCE COMMISSION, APRIL 1, 1959 TO MARCH 31, 1960 BY REGIONS

Region	Applications Registered	Vacancies Notified	Total Placements	Regular(1) Placements	Casual(2) Placements
Atlantic.....					
Male	295,139	58,652	54,388	39,573	14,815
Female	69,491	24,030	19,238	14,598	4,640
Total	364,630	82,682	73,626	54,171	19,455
Quebec.....					
Male	778,795	190,582	166,947	131,122	35,825
Female	274,520	97,286	75,246	60,613	14,633
Total	1,053,315	287,868	242,193	191,735	50,458
Ontario.....					
Male	936,121	259,756	228,338	167,224	61,114
Female	390,600	142,171	106,358	84,996	21,362
Total	1,326,721	401,927	334,696	252,220	82,476
Prairie.....					
Male	472,081	169,504	145,814	108,139	37,675
Female	180,540	87,210	62,574	43,276	19,298
Total	652,621	256,714	208,388	151,415	56,973
Pacific.....					
Male	363,333	75,504	67,082	45,541	21,541
Female	157,216	72,585	61,496	30,668	30,828
Total	520,549	148,089	128,578	76,209	52,369
Canada.....					
Male	2,845,469	753,998	662,569	491,599	170,970
Female	1,072,367	423,282	324,912	234,151	90,761
Total	3,917,836	1,177,280	987,481	725,750	261,731
Comparable Totals 1958-1959.....					
Male	2,761,429	646,487	571,161	422,962	148,199
Female	998,409	380,858	296,207	214,757	81,450
Total	3,759,838	1,027,345	867,368	637,719	229,649

(1) Includes Transfers—Out.

(2) Placements are termed "Casual" when the duration of the employment is six or less working days' duration.

APPENDIX IV NUMBER OF CLAIMS RECEIVED AND THE DISPOSAL DURING THE YEAR 1959—1960 BY PROVINCES

	Total	Newfoundland	Prince Edward Island	Nova Scotia	New Brunswick	Quebec	Ontario	Manitoba	Saskatchewan	Alberta	British Columbia
INITIAL CLAIMS											
Pending 31 March, 1959.....	47,480	1,686	338	2,265	2,642	17,857	12,643	1,665	1,422	2,939	4,023
Received—in person.....	1,470,844	24,461	8,055	61,259	50,283	472,060	527,362	56,806	34,447	75,401	160,710
—postal.....	271,664	37,275	3,978	20,611	29,169	82,073	33,340	11,613	16,439	14,856	22,310
Total.....	1,789,988	63,422	12,371	84,135	82,094	571,990	573,345	70,084	52,308	93,196	187,043
Allowed—Regular benefit											
No disqualification.....	926,259	22,000	4,247	39,321	33,559	296,368	323,346	36,992	26,256	51,655	93,515
With disqualification.....	104,288	2,091	448	3,785	3,150	28,914	37,698	4,952	3,415	6,763	13,072
Allowed—Fishing benefit											
No disqualification.....	407	97	9	205	45	8	11	2	—	—	30
With disqualification.....	54	24	—	23	4	—	1	—	—	—	2
Allowed—Seasonal Benefits											
No disqualification.....	389,098	16,100	4,106	19,621	25,283	137,196	106,510	15,849	13,151	17,685	33,597
With disqualification.....	17,251	891	87	487	689	7,260	4,232	710	640	665	1,590
Allowed—Seasonal benefit—Fishing											
No disqualification.....	29,723	9,981	2,038	6,057	4,298	1,540	701	702	3	1	4,402
With disqualification.....	653	477	8	23	30	39	1	19	—	—	56
Total Allowed	1,467,733	51,661	10,943	69,522	67,058	470,325	472,500	59,226	43,465	76,769	146,264
Not Allowed—Either regular or SB											
Pending 31 March, 1960.....	265,276	9,331	1,116	12,048	12,646	80,495	85,180	9,223	7,311	12,533	35,393
Pending 31 March, 1960.....	56,979	2,430	312	2,565	2,390	21,170	15,665	1,635	1,532	3,894	5,386
Total Allowed, Not Allowed, and Pending.....	1,789,988	63,422	12,371	84,135	82,094	571,990	573,345	70,084	52,308	93,196	187,043
RENEWAL AND REVISED CLAIMS											
Pending 31 March, 1959.....	18,563	517	42	816	759	5,708	6,287	550	388	1,501	1,995
Received 1 April, 1959 to 31 March, 1960.....	1,155,036	27,535	3,574	53,342	40,293	363,213	421,183	36,819	25,430	56,402	127,245
Total.....	1,173,599	28,052	3,616	54,158	41,052	368,921	427,470	37,369	25,818	57,903	129,240
Allowed											
No disqualification.....	921,262	23,460	2,888	45,051	33,022	281,112	339,204	28,913	20,327	45,871	101,414
With disqualification.....	178,979	3,636	622	6,546	6,099	61,948	64,676	5,901	3,627	7,088	18,836
Not Entitled											
Appeals to Boards of Referees.....	35,480	245	42	1,302	961	14,533	11,203	832	803	1,727	3,832
Appeals to Unmpire.....	14,652	93	19	511	279	3,474	5,126	1,145	501	1,107	2,397
Pending 31 March, 1960.....	23,105	618	44	740	686	7,810	7,231	573	1	4	23
Total.....	1,173,599	28,052	3,616	54,158	41,052	368,921	427,470	37,369	25,818	57,903	129,240
Antedates—Approved											
—Not Approved.....	2,847	34	14	151	139	630	1,296	69	42	163	309
Extension of Qualifying Period											
—Approved.....	3,427	116	4	263	107	816	1,241	104	74	323	379
Not Approved											
—Not Approved.....	24,295	328	59	659	935	7,815	8,076	749	445	1,276	3,953
Pending 31 March, 1960.....	9,333	39	2	121	262	3,647	3,329	158	173	522	1,103
Total.....	24,295	328	59	659	935	7,815	8,076	749	445	1,276	3,953

**GROSS AMOUNT OF BENEFIT PAID, REASONS FOR CLAIMS DISALLOWED, AND DISQUALIFIED, AND
NUMBER OF INTERSTATE CLAIMS DURING THE YEAR 1959-1960, BY PROVINCES**

ANNUAL REPORT

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	Total	Newfoundland	Prince Edward Island	Nova Scotia	New Brunswick	Quebec	Ontario	Manitoba	Saskatchewan	Alberta	British Columbia
REGULAR BENEFIT PAID From 1 April, 1959 to 31 March, 1960.....	\$ 320,969,852	\$ 9,503,807	\$ 1,725,054	\$ 14,400,454	\$ 12,623,696	\$ 103,326,250	\$ 107,628,764	\$ 12,191,994	\$ 9,275,781	\$ 15,757,943	\$ 34,536,109
SEASONAL BENEFIT PAID From 1 April, 1959 to 31 March, 1960.....	94,264,215	7,071,561	1,497,407	6,037,315	6,985,674	30,871,144	23,198,062	3,465,431	2,879,385	3,270,402	8,987,834
Total.....	415,234,067	16,575,368	3,222,461	20,437,769	19,609,370	134,197,394	130,826,826	15,657,425	12,155,166	19,028,345	43,523,943
REASONS FOR REGULAR CLAIMS DISALLOWED											
Not 30 weeks (Sec. 45 (1) (A)).....	(1) 299,250	18,892	3,470	16,462	16,724	83,824	87,521	12,337	8,831	15,329	35,860
Not 8 weeks (Sec. 45 (1) (B)).....	(2) 224,700	9,640	2,150	12,333	13,533	79,391	64,194	7,061	7,377	7,912	20,909
Not 24 weeks (Sec. 45 (2)).....	(3) 177,898	8,241	1,735	9,400	12,680	63,305	44,909	7,105	4,697	7,642	18,184
Not 6 weeks (Fishing Reg's).....	(4) 153	7	—	41	9	10	—	—	—	1	85
Total.....	702,001	36,780	7,355	38,236	42,946	226,530	196,624	26,503	21,105	30,884	75,038
REASONS FOR DISQUALIFICATION											
Not Unemployed.....	9,317	421	94	323	251	3,756	2,369	380	608	430	685
Not Capable of Work.....	10,300	283	37	397	449	2,752	4,650	209	158	182	1,171
Not Available for Work.....	80,587	1,327	238	2,403	2,401	24,737	31,842	3,723	2,628	4,565	6,721
Loss of Work Due to Labour Dispute.....	7,982	97	—	45	27	2,905	2,286	42	45	16	2,536
Refusal of Work.....	21,251	130	50	850	584	7,359	7,712	1,250	660	913	1,737
Neglect of Opportunity for Work.....	1,461	1	2	147	19	1,142	829	50	19	82	170
Failure to Carry Out Written Direction.....	2,428	2	20	14	63	1,318	931	21	4	26	31
Non-Attendance at Course of Instruction.....	147	2	4	12	12	26	26	21	10	16	18
Employment Lost by Own Misconduct.....	13,636	163	40	559	301	5,087	5,212	305	168	543	1,258
Voluntary Leaving Without Just Cause.....	86,120	2,106	400	2,970	2,937	26,887	28,006	3,889	2,155	5,675	11,095
Inmate of Prison or Resident Outside of Canada.....	243	4	6	17	36	60	75	1	3	7	34
Failure to Lodge Insurance Book, Etc.....	23,058	1,043	28	615	682	6,722	7,933	841	618	1,082	3,494
Fishing (Fishing Reg's).....	105	36	1	58	1	3	1	2	2	151	828
Misrepresentation.....	14,472	731	90	745	895	6,030	4,533	252	217	151	828
Miscellaneous (Sec. 69(2) (a) (ii)).....	348	91	75	15	59	10	18	10	8	9	63
Loss of Work Due to Incapacity, Etc.....	4,952	129	6	481	301	1,214	1,789	93	35	142	702
Determination and Allocation of Earnings.....	24,818	553	75	1,213	954	9,163	8,396	484	353	676	2,951
Total.....	301,225	7,119	1,165	10,864	9,972	98,161	106,608	11,582	7,682	14,516	33,556
INTERSTATE CLAIMS: Claims filed in Canada by U.S.A. claimants.....	2,952	38	9	143	130	1,243	731	49	35	89	485
Claims filed in U.S.A. by Canadian claimants.....	4,541	—	—	—	161	1,242	1,903	565	—	—	670

Benefit periods were subsequently established as Revised Claims for (1) 30,736 claimants,
(2) 12,832
(3) 11,389
(4) 32

APPENDIX VII

INVESTIGATION STATISTICS—FISCAL YEAR 1959-60
(Claimants)

Region and Number of Enforcement Officers	INVESTIGATIONS COMPLETED				PUNITIVE ACTION	
	Suspected False Statements	"Spot Check" and Miscellaneous	Total	Average Investigation per Enforcement Officer	Prosecutions Recommended	Penalties Imposed Under Section 65
Atlantic (10).....	3,718	8,845	12,563	1,256	149	2,687
Quebec (18).....	9,616	7,312	16,928	940	647	7,475
Ontario (20).....	7,264	18,252	25,516	1,276	406	4,868
Prairie (9).....	1,981	7,913	9,894	1,099	139	841
Pacific (9).....	2,318	6,328	8,646	961	148	980
Totals (66).....	24,897	48,650	73,547	1,114	1,489	16,851

APPENDIX VIII

LEGAL PROCEEDINGS INSTITUTED UNDER THE UNEMPLOYMENT
INSURANCE ACT AND THE UNEMPLOYMENT INSURANCE REGULATIONS

Nature of Proceedings	Carried Over 1958-59	Com-menced Fiscal Year 1959-60	Prosecu-tions Finalized	Con-victions	With-drawals and Abandon-ments	Acquit-tals	Awaiting Results of Trials
Proceedings against emp-loyers for infractions of the Act and Regulations..	50	603	587	561	9	17	66
Proceedings against claim-ants for obtaining bene-fit through false state-ments.....	339	1,489	1,455	1,383	54	18	373
Totals.....	389	2,092	2,042	1,944	63	35	439

APPENDIX IX

UNEMPLOYMENT INSURANCE FUND

BALANCE SHEET AS AT 31 MARCH, 1960

ASSETS

Cash on deposit with Receiver General.....	\$ 12,831,836.41
Amount on deposit with chartered banks for benefit warrant settlements.....	5,198,691.20
Advances to local offices for payment of benefit by cash.....	4,734,389.00
Investments—	
Government of Canada and Canadian National Railways	
Bonds at Cost (Par Value \$356,439,500.00).....	\$350,138,660.40
Add—Accumulation of Discount less Amortization of Premium	2,061,536.84
	<hr/>
Book Value.....	\$352,200,197.24
Accrued Interest on Investments.....	2,292,973.34
	<hr/>
	354,493,170.58
	<hr/>
	\$377,258,087.19
	<hr/>

LIABILITIES

Unredeemed benefit warrants:	
Unemployment Insurance.....	\$ 7,464,969.97
War Veterans Allowance.....	510.77
	<hr/>
	\$ 7,465,480.74
Deposits—	
From Employers under the	
Bulk Payment Method.....	3,900,223.50
Stamp Method.....	150.00
Balance at Credit of the Fund:	
Balance March 31, 1959.....	499,811,157.51
Deduct—Excess of Expenditure over Revenue for period	
1 April, 1959, to 31 March, 1960.....	133,918,924.56
	<hr/>
	365,892,232.95
	<hr/>
Balance March 31, 1960.....	\$377,258,087.19
	<hr/>

APPENDIX X

UNEMPLOYMENT INSURANCE FUND

STATEMENT OF REVENUE AND EXPENDITURE FOR THE PERIOD
1 APRIL, 1959 TO 31 MARCH, 1960

REVENUE

Contributions:

Employers and Employees—		
Stamp Method.....	\$ 92,821,336.26	
Meter Method.....	18,380,062.45	
Bulk Payment Method.....	117,414,258.33	
Department of Veterans Affairs:		
Regular Forces.....	44.64	
		\$228,615,701.68
Government of Canada.....		45,723,140.33
Fines.....		1.00
Penalties.....		51,774.86
Income from Investments after Provision for Amortization, etc.....		8,441,164.66
		<hr/> 282,831,782.53
Excess of expenditure over revenue.....		133,918,924.56
		<hr/> \$416,750,707.90

EXPENDITURE

Benefit Payments—		
Ordinary and Seasonal		
(SB Est. \$83,240,133.42).....	\$404,208,956.88	
Fishermen.....	11,024,081.50	
Fraudulent.....	1,029.00	
		\$415,234,067.38
Interest Paid on Loans.....		1,516,639.71
		<hr/> \$416,750,707.09

APPENDIX XI

NUMBER OF CLAIMS FOR SEASONAL BENEFIT ESTABLISHED
AND AMOUNT OF SEASONAL BENEFIT PAID, GROUPS "A" AND "B", BY YEARLY
SEASONAL BENEFIT PERIODS, 28 FEBRUARY, 1950, TO 16 MAY, 1959

Seasonal benefit is payable in accordance with the provisions of Section 53 of the Unemployment Insurance Act to claimants unable to qualify for regular benefit in respect of unemployment occurring between the week in which 1 December falls and the week in which 15 May falls in the following year. A seasonal benefit claimant falls into one of two groups:

1. He had at least 15 contribution weeks since the Saturday immediately preceding the previous 31 March (Group "A"); or
2. His most recent *regular* benefit period terminated since the preceding 15 May (Group "B").

Prior to 2 October, 1955, the payments were described as supplementary benefit and first became payable on 28 February, 1950. Until 1952, payment was made only in respect of unemployment occurring between 1 January and 31 March. By an amendment made in July, 1952, this period was extended to mid-April, and in November, 1957, it was further lengthened to the period now in effect, i.e. from the beginning of December to mid-May.

Yearly Seasonal Benefit Period	Seasonal Benefit Claims Established			Amount of Seasonal Benefit Paid				
	Group A		Group B		Group A		Group B	
	Number	%	Number	%	Amount	%	Amount	%
1950 (28 Feb.-15 April)*	15,700	14*	53,400	47*	\$ 494,800	11*	\$ 2,207,900	50*
1951 (1 Jan.-31 March)*	35,500	39*	53,000	60*	1,000,500	26*	2,871,600	74*
1952 (1 Jan.-31 March)	34,900	36	61,100	64	1,120,500	25	3,442,900	75
1953 (1 Jan.-15 April)	39,900	27	109,400	73	1,410,000	15	7,780,600	85
1954 (1 Jan.-15 April)	51,500	25	159,200	75	1,917,800	14	12,140,400	86
1955 (1 Jan.-15 April)	55,900	22	194,100	78	5,732,600	20	23,158,100	80
1956 (1 Jan.-21 April)	101,100	40	154,600	60	13,602,800	36	24,477,100	64
1957 (1 Jan.-20 April)	144,000	69	64,800	31	19,820,300	67	9,797,200	33
1958 (1 Dec./57-28 June/58)	220,800	47	249,700	53	50,920,700	47	58,878,700	53
1959 (1 Dec./58-16 May/59)	256,000	58	188,300	42	59,993,800	61	38,389,400	39

* In these two years seasonal benefit was also paid to persons not qualified for regular benefit who had been employed in logging and certain other employments which had recently been made insurable. In this period 45,166 persons were paid a total of \$1,794,050. This provision was not operative after 1951.

Note: The fluctuations in the relative proportions of seasonal benefit, Group A and Group B, were mainly due to the following. Prior to the 1957 seasonal benefit period (1 Jan.-20 April) the majority of claimants established seasonal benefit claims in Group B as this class was more favourable. Commencing with the 1957 seasonal benefit period, a claimant who failed to qualify for regular benefit was first tested for qualification in Group A (15 contribution weeks) and only if he failed that test was he considered for Group B (regular benefit period terminated after 15 April). He was not entitled to the class of seasonal benefit that was more favourable to him.

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TWENTIETH
ANNUAL

REPORT

FISCAL YEAR ENDING MARCH 31, 1961

Canada
11

THE UNEMPLOYMENT INSURANCE COMMISSION
OTTAWA, CANADA

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CANADA

UNEMPLOYMENT INSURANCE COMMISSION

September 30, 1961

To the Hon. Michael Starr,
MINISTER OF LABOUR.

Sir,

We have the honour to submit herewith for the information of Parliament the Twentieth Annual Report of the Unemployment Insurance Commission covering the period from April 1, 1960, to March 31, 1961, except where otherwise indicated.

The report is prepared in compliance with Section 95(1) of the Unemployment Insurance Act.

Respectfully submitted,

CHIEF COMMISSIONER

COMMISSIONER

COMMISSIONER

UNEMPLOYMENT INSURANCE COMMISSION

ANNUAL REPORT OF ACTIVITIES FOR THE FISCAL YEAR ENDING MARCH 31, 1961

INTRODUCTION

The Commission's program of strengthening its employment service operations—a program initiated in the previous fiscal year—began to pay dividends in the year under review.

During the spring and summer of 1960, the Canadian economy underwent a brief period of general, but moderate, weakening. As a result, job vacancies notified by employers to the NES were some 3.6 per cent lower than in the previous year. Nevertheless, total placements showed a decrease of only 2.1 per cent. Moreover, from November, 1960, until the end of the fiscal year, placements were consistently higher than in the same previous period. For the last five months of the 1960-61 fiscal year placements made by NES were some 11 per cent higher than they were for the last five months of 1959-60. The comparative totals for these two periods were 344,073 and 309,572, respectively.

This obvious improvement in operations at a time of a slowing down in the economy confirmed the Commission's belief that the job-finding activities of the NES constitute an important tool in the general effort to maintain high levels of employment.

Apart from its main role of finding jobs, the NES was also deeply involved in related employment activities. The great majority of the 200 employment offices spearheaded community efforts to combat winter unemployment through the "Do It Now" campaigns. Efforts to sell the value of older workers and handicapped workers continued unabated and increasing stress was laid on counselling youth that a sound education is increasingly a "must" in view of the complexity and competitiveness of the labour market. Local offices were also active in growing municipal programs of training and retraining unemployed workers. The number of claimants receiving unemployment insurance benefit while attending vocational training courses was more than double the number in the previous fiscal year.

The policy of providing continually-improving service to the public also extended to the unemployment insurance side of the Commission's operations. The mechanization of claims payment, which has been going on for some time in the Prairie region, has resulted in much faster service and has also provided the administration with a tool that will enable it to handle much greater numbers of claimants without a corresponding increase in staff.

A substantial improvement was also effected in the matter of adjudicating claims for unemployment insurance. Adjudication was centralized in the five regional offices and the net result of this change was both faster and better adjudication. In spite of the highest claims load ever, there were fewer claims pending at the end of any week during the winter of 1960-61 than in any previous winter.

Finally, in its efforts to prevent abuse of the Unemployment Insurance Fund, the Commission continued a stepped-up enforcement program. Additional enforcement officers permitted saturation investigation at chosen points. Although the

additional staff were on strength only part of the fiscal year under review, the number of detected punishable infractions increased substantially. There were, in 1960-61, 30,044 penalties imposed on claimants under Section 65 of the Act as compared to 16,851 in the previous year. Prosecutions undertaken against claimants increased from 1,489 to 2,026, and the total amount of collections through garnishment and Exchequer Court proceedings was \$92,462 as compared to \$62,339.

EMPLOYMENT

INTRODUCTION

Between April 1, 1960, and March 31, 1961, a total of 1,135,118 vacancies were listed with the National Employment Service by employers and 967,057 placements in employment were effected. Although total vacancies were some 3.6 per cent below the total for the previous year, placements showed a decrease of only 2.1 per cent. The fact that the decrease in placements was held to such a small margin is attributed to the sustained interest and efforts of employment officers, some streamlining of operations and the introduction of new techniques and innovations. Employment officers were relieved of most duties connected with unemployment insurance operations, additional telephone facilities were provided, and a teletype system was installed to facilitate inter-office communication in one of the large metropolitan areas. The foregoing, coupled with some increase in staff, assisted in creating a more efficient and effective service to both employers and work seekers.

During the fiscal year, a full-time position was established to deal with all emergency measures matters coming within the purview of the Unemployment Insurance Commission. Progress was made in setting up an internal organization structure both at head office and in each province to carry out essential emergency manpower responsibilities. Development of operating procedures and training programs for emergency activities at all levels were begun during the latter part of the year.

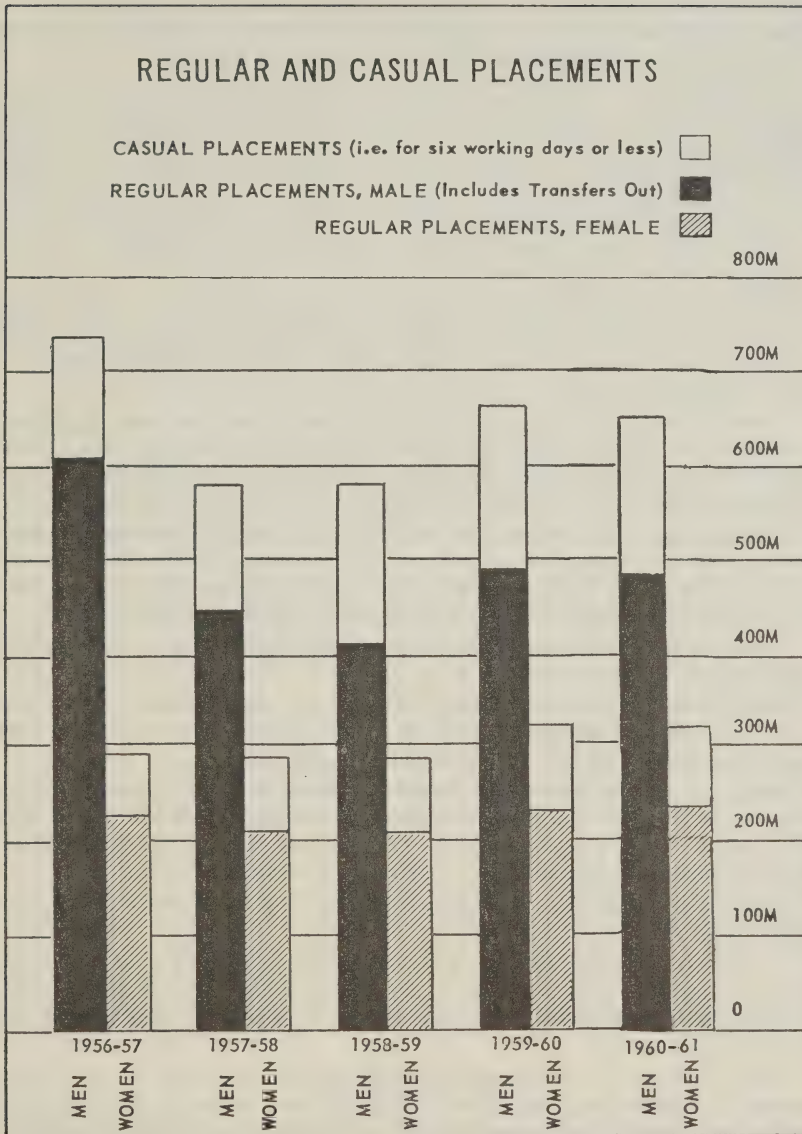
Other special features of National Employment Service activities included assistance given to secretariat of the Senate Committee on Manpower and Employment, and the development of a national employer visiting program, both of which are referred to in detail elsewhere in this report.

Three Vietnamese labour officials who requested the opportunity to study the Canadian employment service received six months' training on the NES under sponsorship of the Colombo Plan.

SERVICE TO INDUSTRIES

In October, 1960, a national employer visiting program was initiated by the Commission to further the use of the National Employment Service facilities in the recruitment of labour. Under this program, visits were made by head office and regional office officials to senior executives of selected companies which operate establishments in more than one region. In these visits, the placement services and facilities of NES were discussed with more than 100 senior executive officers of national employers. The program resulted, in many instances, in the establishment of company policy to list vacancies with NES. This program is being continued.

Plans were made during the year for on-site employment service to large construction projects and to employers hiring large numbers of seasonal workers. Under this arrangement, fully experienced placement officers were transferred from



local offices to project locations and hiring centres located in remote sections of local office areas. Such on-site services were established for recruitment purposes at hydro development projects in Alberta and Saskatchewan and at a pulp mill construction project in Nova Scotia, while units operating from local offices were used in the recruitment of woods labour for pulp and paper companies in New Brunswick.

Primary Industries—The supply of labour for all primary industries was generally adequate. However, some situations were encountered in connection

with the harvesting of perishable crops that required specialized recruitment services. Special arrangements were also required in some areas to relocate workers displaced by changes in market demands for uranium and coal.

The lessening of demand for bituminous coal brought about an over-all reduction in the work force of this industry with some mines closing out their operations entirely. The work force in uranium mining was also reduced considerably following cut-back in demand. Special attention was given to job finding facilities as a means of alleviating the surplus labour conditions that developed in the mining areas. Transportation at public expense was provided to a number of workers moving to employment in other areas following the closure of some of the uranium mines at Elliot Lake.

Employment in the gold fields remained relatively steady, with normal labour turnover as miners moved from one mine to another. Cut-backs in uranium mining provided a ready supply of experienced miners to meet the needs of gold mines for any additional labour.

Employment in iron ore mining was unsettled during the year, mainly as a result of high inventories and a moderation in demands from steel mills. Lay-offs occurred in some areas where alternative employment was extremely limited. In these cases, efforts were concentrated on relocating those affected by the lay-offs.

The nickel mining, smelting and refining development in Northern Manitoba offered a considerable number of new employment opportunities. NES was active in the recruitment of skilled and semi-skilled labour for the construction stages, and, as the project developed, mine and mill workers were also recruited.

Although total employment in mining declined during the year, NES recruited and placed 10,504 mine workers.

Employment in the fishing industry followed the usual pattern and presented no particular employment problems. Demands for labour were moderate and supply was adequate to meet demands as they occurred.

Although employment in the forest industries remained at about the level of a year earlier, NES placements increased appreciably. This resulted from the closer liaison that was established with the pulp and paper industry, particularly member companies of the Canadian Pulp and Paper Association.

Placements in the forestry industry effected by NES totalled 33,937, an increase of 5,700 over the previous year.

There was a marked decrease in the seasonal labour force employed in agriculture during the year, which can be attributed, in the main, to the increasing use of machines in harvesting operations. However, NES farm placement activities increased in all regions.

Mass movements of agricultural workers were organized in the Atlantic provinces to harvest the potato crops in Prince Edward Island and New Brunswick and the fruit crops in the Annapolis Valley of Nova Scotia. In addition, two movements were organized to supply farm workers to Ontario on both seasonal and year-round bases. A new international movement was developed for the recruitment and transfer of apple pickers from Nova Scotia and New Brunswick to growers in the State of Maine. This movement provided employment for a number of workers for whom employment was not available in their native provinces during the period.

The labour requirements of strawberry growers were serviced by NES in the Atlantic provinces and several hundred workers were despatched daily to meet local demands.

In Quebec, there was a considerable increase in the placement of casual farm workers throughout the season. House-trailers were used to advantage by NES as mobile recruiting centres to meet the labour requirements of the Quebec orchards. At some border points, urgent demands for apple pickers were met by workers who could commute daily from the State of Vermont. In turn, Quebec apple pickers were recruited to commute daily to the orchards in the Lake Champlain area of New York. Quebec apple pickers were also recruited for the State of Maine orchardists and temporary offices were set up in the Riviere-du-Loup area to recruit potato pickers for the State of Maine potato harvest. Hay harvesters were recruited and despatched to the Ottawa Valley area to meet an urgent demand.

In Ontario, the number of farm workers transferred in from other areas increased by 16 per cent over last year and this was attributable mainly to labour needs for the tobacco harvest. With sugar beet acreage reduced in Ontario, labour needs of the growers were readily filled within the province.

NES in Ontario was also active in filling the labour requirements for fruit and vegetable canning. At one time during the harvest, a limited number of commuting crews from the United States were required in this work.

In the Prairies, NES extended its farm placement activities by earlier and increased contacts with agricultural communities with the result that farm placements increased by approximately 1,000 over the previous year. A temporary office was opened at Brooks, Alberta, to better service the surrounding agricultural communities.

NES assumed full responsibility for the recruitment of Indian workers for employment in the Lethbridge area beet fields. The recruitment was the largest on record, topping the previous year by over 400 workers.

Excellent co-operation existed throughout the year between NES farm placement officers and provincial agricultural representatives, who, in many instances, relied exclusively on NES to carry out the farm placement function.

NES was again able to meet the farm labour requirements for the Prairie grain harvest without recourse to organized assistance from the east. However, there was a continuing shortage of married farm couples throughout this region for year-round work.

In the Pacific, the Federal-Provincial Farm Labour Service, initiated in 1943, was most effective in supplying workers to all branches of the agricultural industry. Ten temporary farm labour field officers engaged at various points, under Federal-Provincial Agreements, and nine NES offices carried out farm labour recruitment activity throughout the year.

Summarized below are the national and international movements carried out by NES during the period.

NATIONAL MOVEMENTS

Sugar beet thinning—	
Alberta.....	From Northern Alberta and Saskatchewan to Lethbridge, Alberta..... 1,608
Hay and grain harvesting—	
Ontario.....	From New Brunswick, Nova Scotia and Newfoundland..... 332
Ontario.....	From Quebec..... 130
Potato picking—	
Prince Edward Island.....	From Nova Scotia and New Brunswick..... 536

INTERNATIONAL MOVEMENTS

Tobacco harvesting—		
Ontario and Quebec Regions.....	From the U.S.A.....	3,402
Potato planting—		
Maine, U.S.A.....	From New Brunswick.....	297
Potato picking—		
Maine, U.S.A.....	From New Brunswick.....	2,917
	From Quebec.....	3,998
Apple picking—		
Quebec.....	From Vermont, U.S.A.....	114
Maine, U.S.A.....	From New Brunswick and Nova Scotia.....	117
	From Quebec.....	77

The over-all placements made by NES in agriculture during this past fiscal year totalled 92,581.

Manufacturing—In some manufacturing industries, such as printing and publishing and pulp and paper mills, increased employment was noted, while decreases were reported in rubber products, textiles and leather products. On the whole, total hirings in manufacturing industries were somewhat lower than in the previous year and, in consequence, there was a corresponding decrease in the number of job vacancies listed with NES by employers.

Accelerated efforts were made to encourage employers to make fuller use of NES recruitment and selection facilities. As a result, total placements in manufacturing for the last three months of the fiscal year exceeded those of the corresponding period a year earlier. For the full fiscal year, regular placements at 187,545 were some 23,485 lower than last year but still exceeded 1958-59.

Employer demands for skilled and semi-skilled workers were generally met from local sources by NES offices, but in some localities labour demand exceeded local supply for machinists, tool and die-makers, engine and turret lathe operators, electricians, shipfitters, welders, stationary engineers and electronic technicians. These shortages were met, in most cases, through the use of NES regional and inter-regional clearance facilities. In a few cases, such as for tool and die-makers, clearance to the United Kingdom NES office was necessary.

Increasingly higher educational and skill requirements for employment in manufacturing industries resulted in decreased demand for unskilled workers. NES had no difficulty in meeting employer requirements for unskilled help during the year.

Evaluation and improvement of the quality and volume of service provided by NES to the pulp and paper industry was continued.

Construction—NES provided an active recruitment service for the construction industry again this year. In this field, a total of 122,640 construction workers were hired by contractors from workers referred by NES offices. A slight decline in residential building was evident during some periods of the year; however, government and industrial projects utilized large numbers of skilled and semi-skilled tradesmen. In some areas, demands for certain skills exceeded the local supply and shortages persisted in some cases despite extensive transfer of workers from other areas through NES clearance facilities. Clearance was also used extensively to supply labour for large projects located in Labrador, Newfoundland, Northern Quebec, Northern Manitoba, the Northwest Territories and the District of Franklin.

The construction of a large pulp mill on Cape Breton Island called for transfer of labour from other parts of the Island and adjoining areas of the Nova Scotia mainland. A temporary branch office to facilitate labour supply activities was established at Port Hawkesbury, in close proximity to the project site.

Major hydro electric projects under construction in Northern Ontario, Manitoba, Saskatchewan and Alberta employed several thousands of workers, most of whom were recruited and transferred through NES clearance facilities. Work forces for the construction industry in British Columbia were supplied to a great extent through NES by recruitment, mainly within the province.

The construction of the natural gas pipeline extending through British Columbia and Alberta required a considerable work force of specially skilled pipe welders and other pipeline construction workers. Arrangements were made with contractors, union officials and federal and provincial authorities for the selection of several hundred welders for specialized training on 36-inch pipe. Recruitment of workers for clearing, grading and tunnelling was also done by National Employment Offices in the areas of each pipeline spread.

The commencement of the Municipal Winter Works Incentive Program six weeks earlier than last year, together with the extension of the kinds of work included in the program, resulted in greatly increased demands for labour this year. A large proportion of the 115,000 employed on approved projects was recruited by NES offices. Close liaison was maintained with municipal and provincial authorities concerning this recruitment.

Transportation—Labour demands of railways were moderate to light as a result of continued dieselization and mechanization. There were comparatively few new hirings and the labour for such vacancies was immediately available.

Employment opportunities in air transportation and related occupations continued to increase and labour was readily found to meet air line requirements.

Although an employment increase in highway transportation was evident during most periods of the year, no difficulties were experienced in locating suitable workers to meet most demands.

Public Utilities—Employment in utility services remained stable with some expansion indicated by increased labour demands in several areas. The use of NES placement facilities increased in proportion to the increased demand for workers.

Communications—Repairs and maintenance of communication lines required considerable recruitment by NES of construction and maintenance workers.

Trade and Services—The continuing trend towards merchandising through central supermarkets and shopping centres created additional employment opportunities. A strengthening demand for clerks and cashiers was noticeable. NES facilities were used to a considerable extent by many retail firms. In several cases, the staffing of complete shopping centres was done through National Employment Offices working in close co-operation with the employers concerned.

Special arrangements to meet requirements of part-time and short-term workers for retail outlets have succeeded in producing sizeable work forces for these needs.

The continuing trend to development of complete community services in suburban areas has created employment opportunities in finance, real estate and insurance, as well as in trade and service industries. NES referrals resulted in 121,482 placements in trade classifications, while, in the service industries, continued expansion during the year was reflected in some 324,322 placements.

The Department of National Defence hired all prevailing rate employees for their various establishments through NES. In this connection, close liaison with DND officials was maintained in the supply of workers to remote stations.

Arrangements were concluded during the year with the Department of Veterans Affairs to provide NES recruitment services for the hiring of prevailing rate employees for their establishments.

The Post Office Department again utilized the services of employment offices to recruit large numbers of workers required to process the exceptionally high volume of Christmas mail.

Maintenance and construction workers for the DEW Line, Pine Tree and Mid-Canada Line were recruited through NES. In many cases, interviewing facilities for employer representatives were provided in NES offices. Close liaison with other government departments facilitated the orderly recruitment of many thousands of workers during the year.

EXECUTIVE AND PROFESSIONAL

This field of placement work is concerned with applicants possessing executive, professional, or managerial qualifications, and orders from employers requiring such personnel. Included among the occupations in which there is greatest activity are accountants, engineers, draughtsmen, nurses, managers, scientists, technicians and salesmen. One of the major developments during the past year was an arrangement for the placement of teachers in the Prairie provinces. In certain other provinces, similar arrangements are being initiated.

The referral of executive and professional applicants to employers last year resulted in 6,954 placements, covering a wide range of occupations. Male placements were about 85 per cent of the total. Most of the female placements were as nurses, social and welfare workers, teachers, and laboratory technicians. Just over 30 per cent of all executive and professional placements were made in Montreal and Toronto, while the larger cities throughout Canada accounted for most of the balance. This conforms to the Canadian economic pattern with executive and professional supply and demand being heavily concentrated in cities, and particularly in Montreal and Toronto.

Executive and professional work includes placement service at such institutions of higher learning as universities, colleges, and technological institutes. The placement of graduating and graduate students into permanent employment is the main objective of this specialized service. However, students are also placed in part-time jobs during the academic year, and in summer vacation employment. Service is provided to meet the particular needs of the individual institutions, varying from the operation of full-time offices on the camp of 12 Canadian universities and one technological institute to partial or itinerant service at others.

Nearly 20,000 jobs for students were located through an annual direct mail campaign. Approximately 5,000 employers were asked to co-operate by notifying the NES of expected vacancies in the spring. Company recruiters then visited the universities in increasing numbers to interview and select students for jobs open with their companies. While jobs were found for most of the graduates who sought employment, there were insufficient opportunities for undergraduate students in many localities, resulting in a continuation of placement activities for this group into the summer months.

As in the past three years, the NES again offered executive and professional service to Canadians studying at universities in the U.S.A. Some 600 final-year students in their graduating year or in graduate courses were contacted by mail. The purpose of this was to offset a tendency of these young Canadians to settle in the U.S.A. on the completion of their studies. Some of these students were assisted in finding suitable employment in Canada and it is believed that others, who would otherwise have accepted job offers by U.S. employers, were influenced to return to Canada.

The 1960 edition of the booklet, *Supply and Demand—University Graduates* was published late in the year, and about 30,000 copies were distributed to university students, employers, schools, universities, libraries, professional societies and organizations, and other interested parties. A sharp increase in the demand for this booklet over previous years was noted. This demand came principally from high schools and institutions of higher learning in Canada. In addition, requests were received from the U.K., the U.S.A., and other countries.

Data sheets on starting salaries for university graduates were distributed to employers, NES offices, and to others interested in the placement, hiring, counselling, or teaching of university students. These sheets were prepared from statistics gathered in a survey conducted jointly with the Pay Research Bureau of the Civil Service Commission. The executive and professional section also co-operated with the Dominion Bureau of Statistics in the compilation of the annual bulletin on university registrations, listed by course, at each Canadian university. A supplementary chart covering enrolments in technological courses across the country was distributed to some 1,000 recipients.

Close liaison was maintained with professional societies and associations by correspondence and by regular visits to association headquarters. The NES was also represented officially at the annual conference of the Chemical Institute of Canada at Ottawa, the University Counselling and Placement Association at Kingston, and the Canadian Institute of Mining and Metallurgy at Quebec City.

SPECIAL PLACEMENTS

Experience in Canada, as well as in other countries, has shown that there are many workers seeking employment who need more than the normal assistance afforded by an employment service to find and retain suitable employment. Young people entering employment for the first time, older men and women who have been displaced because of economic conditions, those with physical impairments, people of all age groups who have been released from penal institutions—all have special problems in addition to the common one of being unemployed and faced with insecurity.

In the special placement sections of NES, these special cases are studied, and public and private agencies in the community are utilized as required. As personal problems are resolved, the residual problem of unemployment is dealt with by the special placement officers.

This involves careful appraisal of the applicant's personal, educational, medical and occupational history and counselling to assist him to assess his abilities and potential in relation to employment. The appraisal frequently leads to referral to a course of training preparatory to placement.

The qualifications of staff are of continuing concern and a stiff training program receives much attention. Several training schools were conducted during the year and refresher training was provided on the testing program. Seventeen newly-appointed special placement officers were also given comprehensive training. A youth employment specialist at head office was appointed during the year and plans were laid for extension of the service in 1961. During 1960, there were full-time special placement officers in 52 local offices.

A brief summary of special placement activities is given below; the figures quoted refer to the 1960 calendar year.

Testing Services—In 14 of the larger local offices, testing is used as an additional in-service tool to assist with the employment counselling process. Some 25,137 psychological and achievement tests were administered to 13,636 applicants.

Placement of Handicapped Persons—In 1960, a total of 16,520 handicapped men and women who required specialized employment service were placed in employment. This represents only a slight decrease from 1959 despite the higher levels of unemployment that prevailed in 1960. There were 102,307 counselling interviews with handicapped persons, an increase of 13,811 over the 1959 figures. In co-operation with other community efforts across the country, NES assisted with the development of publicity for Employ the Handicapped programs in several areas while newspapers, radio, TV and other publicity helped to create greater public awareness of the contribution possible to the national economy from the employment of handicapped workers. Additionally, 12,474 public relations visits in the interests of employment for the handicapped were made by special placement officers to employers, service clubs, schools, and associations.

New Entrants to Employment—The Commission worked closely with the schools and other youth organizations, stressing the need for education to meet the requirements of the world of work. In a number of local offices, Career Nights were organized; prominent members of the community joined the local office staffs in giving employment information and advice to students. The Commission booklet *Are You Thinking of Leaving School?*, which was widely distributed and exceptionally well received last year, continued in demand across the country. Young people entering the employment market for the first time were given a total of 137,786 counselling interviews. Many who were contemplating dropping out of school returned to their studies after counselling.

Direction to Vocational Training—Perhaps the brightest spot in the employment field in 1960 was the stimulation of vocational training. The Commission has been and continues to be concerned about the lack of skills and training in the work force and makes every effort to encourage the unemployed to improve their qualifications for employment. Some 1,335 courses are presently on the Commission's list of approved courses. The process of counselling to help an applicant identify a suitable occupation and prepare himself for it frequently results in recommendation of suitable training. In 1960, considerable progress in this area was made all across Canada. The Province of Quebec signed the Federal-Provincial Agreement, implementing Schedule M training. Some 2,800 trainees in that province commenced vocational and pre-employment apprenticeship training courses during the first part of 1961. Because the Commission broadened the criteria for the approval of courses late in 1959, the year 1960 saw more than 8,000 claimants receiving unemployment insurance benefit while attending vocational training courses. This is nearly twice the number of trainees who received benefit in similar circumstances in 1959.

In Ontario, there was wider implementation of Schedule M courses than in earlier years and the number of trainees who paid for their own courses increased considerably. There was an increase of nearly 25 per cent over the 1959 figures of trainees in the Maritimes; in Western Canada, the figures doubled and training facilities were used to the utmost, with some facilities being in operation on a 24-hours basis. Many new schools were in the planning and construction stages but lack of training facilities was generally evident across the nation. In addition, there was a serious shortage of adequately trained technical and vocational teachers.

Older Workers—The Commission continued its efforts on behalf of older workers during the year. Out of a total of 958,300 placements made by NES, 120,134 were of workers 45 years of age or more. Distribution of the Commission's booklet *How Old is Old?* continued among employers and labour organizations. An increasing number of employers look to skill and competency rather than age in their hiring activities.

Co-operation with Outside Agencies—Good working relations were maintained with federal and provincial government departments and with national, provincial and local associations and agencies representing the handicapped, youth, older workers, and groups with personal problems. Special placement officers in British Columbia, Alberta and Saskatchewan were appointed as liaison officers to provincial rehabilitation services, thus effecting a better working relationship with NES and better service to the public. Two national workshops on rehabilitation were attended during the year.

Urban Integration of Selected Indians—Liaison was maintained with the Indian Affairs Branch of the Department of Citizenship and Immigration regarding the urban integration of selected young Indians. During 1960, this service was extended to three local offices in Saskatchewan, four in Alberta, two in British Columbia and to two additional offices in Ontario, making a total of 27 offices in which special placement services are utilized to assist with the integration of selected young Indians into urban employment.

VETERANS' PLACEMENT

Registration of veterans increased slightly during 1960, but reduced employment opportunities in construction and manufacturing affected the number of placements. These dropped to 60,801 from 66,026 in 1959. Many World War II veterans are reaching the older age group and physical impairment often combines with age to make difficult the placement of those who lack a trade or definite skill. Placement officers continue to observe veterans' preference in referral to suitable employment opportunities. Many employment opportunities for veterans were afforded by the Department of National Defence during the year.

A number of new veterans' officers were appointed to NES offices in 1960. They received intensive training at DVA district offices in addition to their NES training. Area refresher courses under DVA auspices were held to keep all veterans' officers adequately informed on legislation and amendments pertaining to veterans' affairs.

The NES service to discharges of the three armed services to assist with their re-establishment in civilian life was further developed during the year. A new procedure was established for the referral of men released from the forces to the veterans' officers in NES local offices and, during 1960, 3,989 discharges were interviewed. Many of these were young men who were entering the employment market for the first time and NES counselling facilities were made available to them.

The Commission continued its co-operation with DVA by acting on behalf of that department in dealing with veterans in areas that are without direct DVA services.

NES also participated on joint review boards with the Canadian Legion and DVA at various locations to consider difficult cases and recommend remedial action.

ANALYSIS AND DEVELOPMENT

The analysis and development division continued its regular functions concerning labour market information, employment practices and procedures, occupational research, operational analysis, and the Semi-Annual Report of Hirings and Separations. In addition, several special projects were undertaken, including a survey of 25,000 unplaced applicants for the secretariat of the Special Committee of the Senate on Manpower and Employment. This survey was carried out through the Commission's local offices. Considerable attention was also given to staffing and classification matters concerning the employment branch establishments of local NES offices.

Labour Market Information—Labour market reports compiled through the daily operations of NES continued to serve as a major source of labour market information to officers of the Commission as well as to other government departments and agencies. Analyses of various aspects of these reports were prepared to provide information on general employment and unemployment conditions as well as on developments on a local, regional and national basis. Regular reports were prepared on such matters as local occupational shortages, as reflected by orders in clearance, and on the number of persons registered for employment at local offices of the NES. Information was also compiled and distributed on industrial disputes and important lay-offs.

While the tabulation of many of the statistical reports submitted by local offices is performed by the Dominion Bureau of Statistics, the analysis and distribution of this material is normally carried out by the NES. This is especially true of requests for specialized information concerning labour supply and demand. These requests, which were numerous, were received from many sources, and involved the tabulation and analysis of data in a variety of forms.

A special project carried out during the year was a survey of 25,000 unplaced applicants for the secretariat of the Special Committee of the Senate on Manpower and Employment. Considerable attention was also given to the reports of the proceedings of that committee.

Semi-Annual Report of Hirings and Separations—Two semi-annual surveys dealing with monthly hirings, separations and numbers of workers on payroll of the 64,000 largest business establishments in Canada were conducted during the year.

These semi-annual reports provide local offices with valuable information on employment in their areas, and they offer a means of determining the maximum volume of hirings taking place within a firm, within an industry locally, or, when considered along with certain other information, the hirings within the area as a whole. This, in turn, enables local offices to assess their placement performance in relation to total hirings for the firm, industry or area. The reports also provide important information for planning employer and public relations activity.

Copies of the reports were also supplied to the Dominion Bureau of Statistics for tabulation. Several tables produced by the Bureau contain data on numbers on payroll, hirings, separations, and turnover rates, by sex and industry, and by geographic areas. These, together with the individual returns, supply the employment service—at all levels—with strategic data for important administrative and operational purposes. They provide the basic information for various studies, projects and procedures.

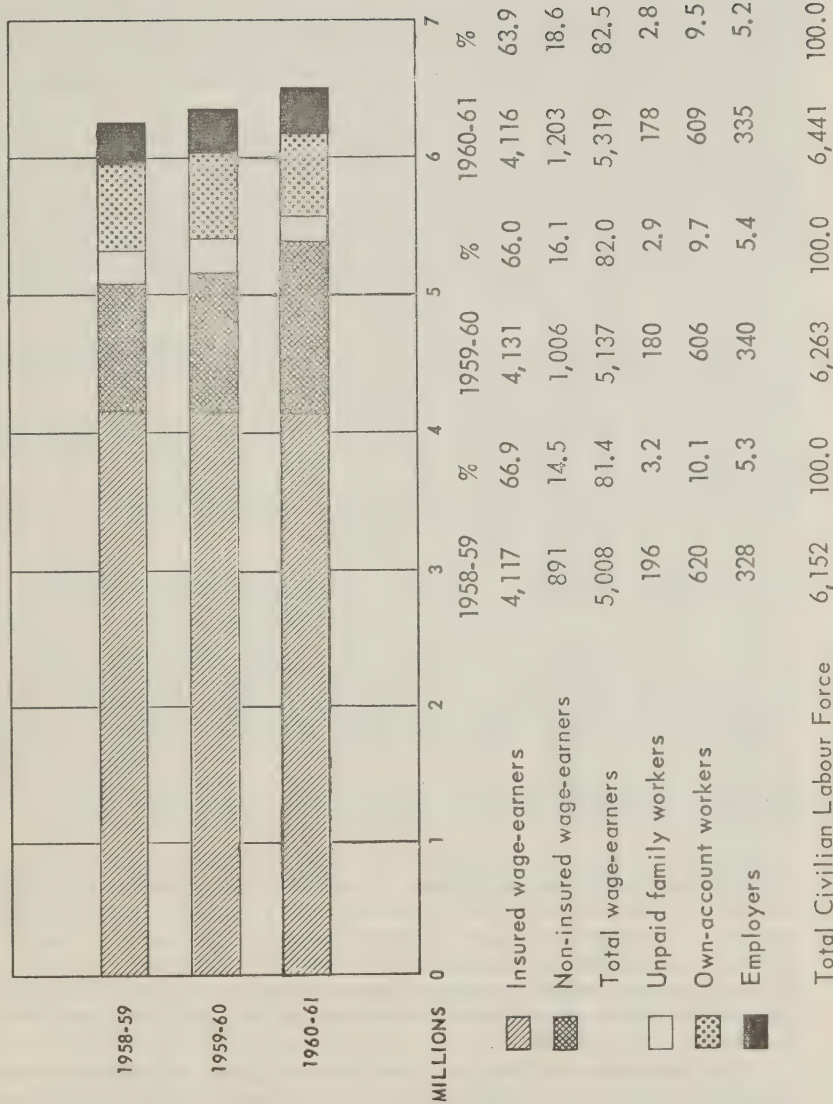
A schedule of separation rates, by industry and regional area, is also produced every six months; copies of this are sent to employers with 500 or more employees. These enable the employers to compare their own separation rates with those of their industry as a whole.

THE EMPLOYMENT OF WOMEN

Significant features in the employment of women during the fiscal year 1960-61 were: The accelerated growth of the female labour force; the increasing number of married women in the labour force; and the continuing expansion of the service industries which afford employment for large numbers of women.

In the latter half of 1960, in particular, the labour force grew at an accelerated rate. Women accounted for almost three-fifths of the increase which was much more than their proportion of the total labour force. The monthly average number of women in the labour force increased by 106,000 to 1,677,000, which was 26 per

Annual average fiscal years ending
31 March 1959, 1960 and 1961



Source: Dominion Bureau of Statistics.

cent of the total monthly average labour force. This was an increase of almost one per cent over 1959-60. Continuing the trend which began in 1958, the number of married women in the labour force exceeded single women.

In the National Employment Offices more women than ever before, 1,100,992, filed applications for employment but the number of vacancies listed, 408,267, was lower than in the previous year. The comparable totals for the fiscal year 1959-60 were 1,072,367 and 423,282 respectively. In spite of this situation, 319,737 women were placed in jobs which was only 1.6 per cent lower than a year earlier. Women's placements comprised 33.1 per cent of total placements during the year as compared with 32.9 per cent in 1959-60.

About three-quarters of the vacancies listed with the National Employment Offices were for workers interested in long term employment. However, openings of a casual nature (six days' or less duration) were numerous and 25 per cent of the women who were placed were engaged in short term employment which included jobs such as sales clerks for special sales, post office helpers to handle the Christmas mail, waitresses for special functions, helpers of various types at fairs and exhibitions, hourly rated domestic day workers in private homes, field workers in tobacco and vegetable crop areas, and fruit pickers and packers.

Women tend to be less mobile than men so far as employment is concerned, but 6,973 transferred from their areas of residence in order to obtain jobs during the fiscal year under review compared with 5,300 in 1959-60.

The growth of the service industries, especially education and health services, was responsible for much of the stability in the demand for women workers. Two-thirds of all women who were referred to employment by the National Employment Service were placed in the service industries, whereas only one-third found jobs in the goods producing industries.

The supply of qualified women to fill positions for nurses, dietitians, physical and occupational therapists, medical technologists, X-ray technicians, social workers and librarians continued to be most inadequate to meet the demand.

Some of the demand for nurses was met through the United Kingdom Office of the National Employment Service in London, England. Some 631 nurses arrived in Canada and went directly to pre-arranged positions with 103 hospitals and public health authorities which had cleared their orders overseas. In addition, 15 Greek nurses entered Canada, and, although they were placed initially as nursing assistants because of their lack of fluency in either the English or French languages, all expected to obtain registration as soon as their language ability improved.

In cities in which the head offices of banks, insurance companies and major industries are located, the installation of electronic data-processing equipment has created new career opportunities for women with a minimum educational level of high school graduation. Usually, however, university graduation is required for planning, co-ordinating, supervising and training in connection with electronic data-processing machine operations. Some of the occupations in this field for girls with secondary school education include coding clerk, key punch operator, data typist and tape librarian.

The demand for well qualified stenographers, typists and specialized business machine operators was steady in all the larger industrial centres, and, generally, the supply of competent workers was inadequate.

Openings were readily available for women with experience in selling the better lines of ladies' ready-to-wear, women's accessories, bedding, linens, drapery materials, cosmetics, drugs, hardware and other items which are not subject to seasonal fluctuations in demand. Increasingly, however, grocery, variety, drug

and hardware merchants were operating "self-service" stores because of the difficulty of obtaining good sales clerks. Many women expressed interest in employment in retail stores but comparatively few had the aptitude for more than accepting payment for articles selected by the customers, wrapping them and keeping the merchandise arranged neatly on the counters. Many merchants seek women for development not only as salesladies but also as buyers, window dressers and display persons.

Each year, more women find it possible to earn a good livelihood as commission saleswomen dealing in insurance, securities and real estate. Generally those entering these fields are mature business women or housewives who re-enter the labour market for a variety of reasons.

The food service industry continues to expand rapidly, and, as a consequence, the need for women to assist in the preparation and serving of meals is growing. Because most of the restaurants are open long hours daily and usually operate seven days a week, shift work is a necessity. It is difficult for many married women to adjust their home responsibilities to irregular work schedules, and, as a consequence, the turnover of staff, especially of waitresses, remains high.

The shortage of household workers to live in the employer's home was generally acute. Few offices were able to fill promptly even the most urgent requests for domestics in homes with young children, in homes of the elderly, or in those with an invalid member of the household. In some instances, these requirements were met by the placement of immigrant domestics, of whom 251 entered Canada from the West Indies, 30 from British Guiana, 279 from Greece, 51 from Spain, 109 from other continental European countries and 15 from the United Kingdom. On the other hand, except for a few weeks in the spring and fall, in nearly every area there was a surplus of women seeking employment in private households for a few hours a day or a few days a week at an hourly rate of pay.

Applicants for employment in factories were considerably in excess of the demand. The usual seasonal shortages of experienced power sewing machine operators occurred in the garment manufacturing centres.

In a few areas in which vegetable and fruit crops were canned, some temporary shortages of processors were reported. Some firms occasionally experienced difficulty obtaining workers with special skills to assist in getting out rush orders. Otherwise, the supply of factory workers was adequate for the demand both in quality and number.

The women of the staff of the National Employment Service at all levels—local, regional and national were active in promoting the work of NES through membership in women's and community organizations, by acting as consultants or speakers at meetings of interested groups, and through radio and television broadcasts.

MISCELLANEOUS

Winter Employment Campaign—The NES again played a dominant role in the government's annual campaign to stimulate employment during the winter months. At the Commission's head office, officers of the employment branch were actively engaged throughout the year on the "DO IT NOW" campaign.

Plans for the government-financed publicity phase of the campaign were made, in conjunction with officials of the Information Branch of the Department of Labour, early in the fiscal year. In formulating these plans, the experience gained by the Commission's local offices all across the country in conducting local campaigns during the winter of 1959-60 was used to the fullest extent. All National Employment

Offices were encouraged to organize supporting committees early or to maintain existing committees with the twofold objective of sustaining public interest in the problem of winter unemployment and ensuring the success of their local campaigns by thorough and early planning.

As a result, vigorous winter employment campaigns were conducted by 195 of the Commission's local offices. Most of these campaigns embraced not only the community in which the office was located, but also other sizeable communities in the area served by the office.

The volume of government-provided publicity material distributed by National Employment Offices and their supporting committees comprised: 130,000 posters, 139,000 streamers, 900,000 pamphlets, over 2,000,000 envelope stuffers, 2,600,000 correspondence stickers, and 500,000 place mats.

The foregoing, coupled with a series of newspaper advertisements in daily and weekly newspapers, radio announcements and TV spots comprised the bulk of the official publicity. This was supplemented by a much larger volume of local publicity. Through the efforts of NES offices and the local committees, newspaper publicity in the form of sponsored advertisements, news items and editorials reached an unprecedented volume. Similar public support was obtained in the fields of radio and TV.

In addition to this publicity, local NES offices and their committees were able to draw public attention to the winter employment campaign. By arrangement with large mailing organizations and with the Department of Public Health and Welfare, mail despatched by these organizations during the winter months was metered with a Winter Employment Campaign slogan. One organization alone, Trans Canada Airlines, metered over three million pieces of mail in this manner. A paper cup company imprinted its cups distributed during the winter months with a campaign message while a manufacturer of book matches put out a cover for general distribution bearing a similar message. Many firms included articles urging support of the campaign in their publications. Churches and service clubs gave similar support in their bulletins.

In addition to the printed material publicizing the campaign, a large number of talks on the subject of seasonal unemployment were given by National Employment Service officers and by members of winter employment committees. In some cases, these talks were broadcast. With the co-operation of local officials of the Central Mortgage and Housing Corporation and of local banks, panel discussions on the subject of home improvement loans and their application to winter employment were broadcast over radio and television. Some communities organized parades, displays or dinners to inaugurate their campaigns. These functions received enthusiastic support from civic governments and local businessmen and were well publicized by the press and radio.

Other steps to deal with the problem of winter unemployment were not neglected. The tempo of employer visits by local NES offices was stepped up and a telephone contact program was inaugurated. Close liaison was maintained between the Commission's regional offices and provincial authorities concerned with the promotion of winter employment and similar excellent relations were established between local offices and civic authorities.

Because of the multitude of factors and circumstances which affect the volume of unemployment at any given time, it is impossible to express the results of the campaign in precise terms of numbers of workers hired or retained in employment. However, reports from field offices and from other sources provide ample evidence that the campaign achieved substantial practical results. The Commission would like to take this opportunity to pay tribute to the members of winter employment

committees, newspaper editors, radio and TV stations managers, to employers and to the many public-spirited citizens who contributed so much to the success of the campaign.

NES also took an active part in the Municipal Winter Works Incentive Program. A number of winter employment committees interested themselves in projects that could be undertaken by their respective municipalities and urged that such projects be undertaken. NES offices co-operated with municipalities in the recruitment of workers for approved projects and compiled statistics and reports which have been useful in assessing the results achieved by this program.

Immigration—By arrangement with the Department of Citizenship and Immigration, NES continued to meet domestic workers at ports of arrival and arrange for their despatch to pre-arranged employment in various centres. Except for this special service, no differentiation is made by NES between immigrants and non-immigrants who seek employment. Nevertheless, it is known that large numbers of immigrants registered with NES offices for employment during the year under review. Language, in some cases, was a handicap in finding employment for immigrant registrants but, in spite of this considerable success was achieved in fitting newcomers into the economic life of the community in which they settled.

Another area of co-operation between the Commission and the Department of Citizenship and Immigration has been the determination of the availability or otherwise of Canadian workers for jobs for which the importation of workers from abroad has been requested. The Commission also provided the Immigration Branch with employment and labour market information as occasion arose. Through the medium of the Commission's London, England, office, an appreciable number of professional workers, skilled technicians, nurses and other badly needed workers were recruited in the United Kingdom and brought to Canada to fill serious gaps in the Canadian labour force.

Transportation of Canadian Workers—During the year, 271 workers, 570 dependents and the household effects of 208 workers were moved from five labour surplus areas. These were: Springhill, N.S., Cornwall, Ont., Cutler, Ont., Elliot Lake, Ont., and Uranium City, Sask. The total cost was \$73,584.76. In comparison, 64 workers, 61 dependents and the household effects of 14 workers were moved from labour surplus areas during the previous year, at a cost of \$9,238.78.

Exclusive of the movement of agricultural workers, covered elsewhere in this report, transportation advances were made by NES offices on behalf of employers to 896 workers at a cost of \$35,072.77, all of which is recoverable from the employers. Advances on behalf of employers during the 1959-60 fiscal year were made to 458 workers at a cost of \$21,766.25.

EMPLOYMENT COMMITTEES

Under the authority of the Unemployment Insurance Act, employment committees have been set up on national, regional and local levels "to advise and assist the Commission in carrying out the functions of the Employment Service". While all these committees are essentially composed of members nominated by employer organizations and representatives of workers, they also include members from groups representing women, agriculture, welfare and veterans. Each committee is presided over by an independent chairman.

It is an indication of the interest of these public bodies that most committees are at full strength and attendance at all meetings remained consistently high. There was continuing interest in programs which would help to develop a fully effective employment service as one means to combat unemployment.

Added to the National Employment Committee during the year was a second representative of women's organizations. This representative was drawn from the Canadian Federation of Business and Professional Women's Clubs. The committee now consists of the following organizations: Canadian Manufacturers' Association, Canadian Chamber of Commerce, Canadian Labour Congress, Confederation of National Trade Unions, National Council of Women, Canadian Federation of Business and Professional Women's Clubs, Royal Canadian Legion, Canadian Federation of Agriculture, Canadian Retail Federation, Canadian Welfare Council and Canadian Construction Association.

Three meetings of the national committee were held during the year, two in Ottawa and one in Winnipeg. This latter meeting was the first of a series to be held outside the capital at regional points to coincide with meetings of regional employment committees. The executive committee met only once to handle urgent matters between meetings.

At the regular meetings, the national committee not only considered a wide variety of resolutions from regional committees but provided advice and assistance on matters on the further development of the employment service referred by the Commission for discussion. While some time was also spent in reviewing the effectiveness of employment committees, other questions on employment or unemployment were on the agenda. One of the most important of these was the question of vocational training and the means by which these services could be fully utilized. Reports were reviewed on the lack of certain skills in the labour force in relation to the present and anticipated demands of employers, from which it was concluded that there was an evident need for more skilled workers and for an increase in training facilities across the country. Consequently, the Commission was asked to bring these conclusions to the attention of the government through the Minister of Labour. In addition, members on the committee assumed the responsibility of furthering this aim through their parent bodies. The National Employment Committee fully supported the program of the NES to encourage youth to acquire a higher level of academic and vocational education before entering the labour market on a permanent basis. Recommendations were also made to more fully publicize the efforts of the NES by means of films, etc.

Discussions were held on the services available through the employment offices to workers in the executive and professional fields. The Commission was asked to ensure that, in regard to premises, quality and quantity of staff and other facilities, the NES be geared to meet the challenge of changing demands from employers and anticipated increases of executive and professional workers in the labour force.

Regional Employment Committees met only twice during the period and all meetings were held in the cities where regional offices are situated: Moncton, Montreal, Toronto, Winnipeg and Vancouver. However, where necessary, executive meetings were called to handle urgent matters between meetings. Regional employment committees were concerned with resolutions originating in local employment committees, involving questions relating to employment and unemployment. Although many of these resolutions were local in import, others were either regional or national in application. As dictated by the contents of the resolutions, action was proposed by the committees and follow-up instituted to ensure that competent authorities were aware of the thinking of the committees. This involved, in some cases, dealing direct with the Commission on matters essentially of an administrative nature, while, in other cases, resolutions were forwarded to the national committee for consideration and disposal.

Regional committees also encouraged local employment committees to take local action on matters that could best be implemented that way. Among the programs thus developed was a "stay in school" program, and the need for additional local facilities for the training of the unemployed.

A total of 73 local employment committees, one less than the previous year, met monthly with the exception of July and August. However, in some cases, sub-committees continued the work of the main committees during the summer months, particularly in formulating plans for the Winter Employment Campaigns and in developing co-operation with other community agencies on matters relating to specific projects.

Many local employment committees co-operated with other community organizations and educational authorities in studies of school "drop-outs" and related problems. In some cases, this resulted in participation with schools in "career day" programs and discussions with provincial authorities on the need for additional vocational training facilities for those no longer interested in the purely academic field. Other committees tried to encourage new industries to move into their areas to improve job opportunities. Municipal authorities were urged to avail themselves of assistance from senior levels of government in the Winter Works Incentive Program and thus provide additional employment. All local committees were active in winter employment publicity and studied means of augmenting national advertising. This program attained more significant results than in any previous year.

The Commission provided leadership in the operation of committees through full-time staff at head office and at regional offices. The program included visits by head office officials to regional employment committee meetings and visits of regional employment staff to local employment committees. Members of the National Employment Committee and regional employment committees were encouraged to sit in at meetings of local employment committees to maintain liaison and thus acquire a greater understanding of the programs of all the committees in the organization.

UNEMPLOYMENT INSURANCE

GENERAL

The heavy drain on the Unemployment Insurance Fund continued during the year 1960-61 with the result that at the end of March, 1961, the balance was \$184,684,852.66 representing a decrease of \$181,207,380.29 for the period. Although there were no amendments to the Act in the past year, a thorough examination was made of its provisions in order to determine the changes that will be required to bring contributions and benefit into balance.

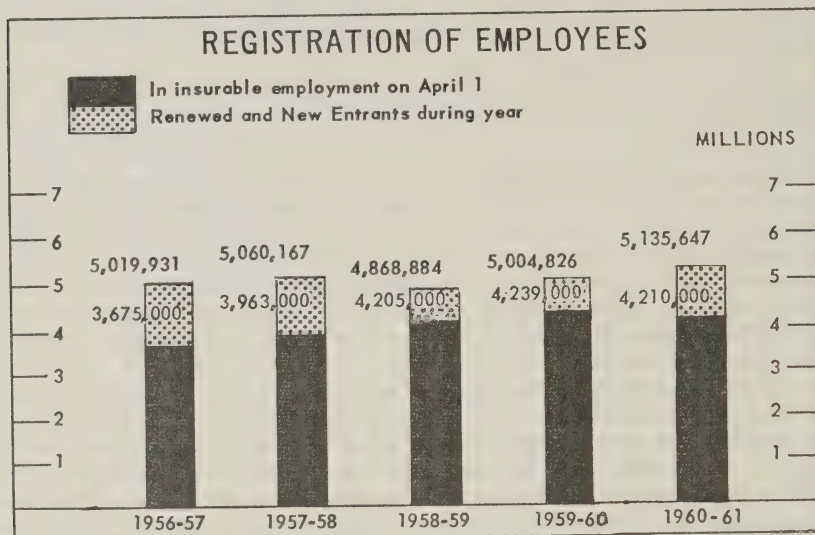
Despite the five per cent increase in claims filed during the year in comparison to the previous fiscal year, they were, as a general rule, handled more expeditiously and with less delays than ever before in the past operation of the Commission.

There were substantial increases in both regular and seasonal benefit payments in comparison with the 1959-60 period since, on the one hand, regular benefit payments rose 26 per cent while seasonal benefit was up an estimated 12.5 per cent. Seasonal benefit paid on the basis of contributions since the end of the previous March continued to be a growing portion of total seasonal benefit payments. It now amounts to slightly in excess of two-thirds of the total.

COVERAGE

Many of the contentious cases on which the coverage division was required to issue rulings involved casual employment or determination of the presence or

absence of a contract of service. The majority of the employers in such cases are householders who engage carpenters and other tradesmen for short periods to construct, repair or alter their private dwellings, while others are farmers who employ tradesmen to construct or repair barns or other farm buildings. In many such cases, the main point at issue was whether enough control was exercised to indicate an employer-employee relationship, particularly where the worker was a relative of the employer.



	1959-1960	1960-1961
Newfoundland.....	95,395	93,514
Prince Edward Island.....	18,589	18,181
Nova Scotia.....	173,174	179,310
New Brunswick.....	159,072	184,026
Quebec.....	1,466,292	1,537,242
Ontario.....	1,872,326	1,953,094
Manitoba.....	268,437	271,070
Saskatchewan.....	139,022	139,203
Alberta.....	337,967	305,843
British Columbia.....	474,552	454,164
CANADA.....	5,004,826	5,135,647

In February, 1961, the situation was clarified by a decision handed down by the Umpire in which it was held that, irrespective of the presence or absence of a contract of service, casual employment which is not connected with the employer's usual trade or business is not insurable. The decision was based on Section 27(p) of the Unemployment Insurance Act which specifies as non-insurable "employment of a casual nature otherwise than for the purpose of the employer's trade or business". The Umpire interpreted "casual employment" as employment of a non-continuing nature which could be done as and when the employer chose to have it done, regardless of its duration, whereas the Commission had previously interpreted this section as applying to periods of employment not exceeding six days in any period of thirty consecutive days.

As a result of the Umpire's decision, an employer who wishes to purchase unemployment insurance stamps from the post office must, in order to obtain a licence to do so, first satisfy the local office of the Commission that he is engaged in a trade or business and that he will purchase stamps only on behalf of the employees engaged in that trade or business under a contract of service. The full effect of the Umpire's interpretation on the number of cases submitted for coverage rulings, and on the number of cases in which rulings are appealed to the Commission or the Umpire, will not be felt until next year.

Approximately 8,300 rulings were issued by the coverage division at head office on questions submitted by the field offices or received directly from the public, as compared to 5,500 in the previous year. This represented an increase of about 55 per cent. An employer or employee who is dissatisfied with a ruling given by an officer of the Commission with respect to insurability may apply for a formal decision of the Commission and may further appeal from such decision to the Umpire, whose decision on all such matters is final. During the year, 182 such applications were submitted by the coverage division to the Commission for its decision as compared to 58 cases in the previous year. In respect of appeals, the Umpire disposed of 26 cases, of which he allowed seven and dismissed the remainder.

Charitable institutions and hospitals, although not required to insure their employees, may elect to do so, provided they cover all employees who would be insurable but for the fact they are employed in such institutions. During the year under review, 174 charitable institutions and 11 hospitals applied to the Commission for permission to insure a total of about 1,100 employees.

A similar permissive feature is provided by the Unemployment Insurance Regulations for municipalities which elect to insure members of their police force, who are otherwise excepted from the provisions of the Act. Many of the smaller municipalities have taken advantage of the regulation since it became effective in 1955, and, during the year, 25 such municipalities decided to extend coverage to their police constables.

Under the Act, provincial governments are not required to insure their employees, but may do so with the concurrence of the Commission. Using this procedure, many groups and classes of employees of various provincial government departments have been covered by unemployment insurance. During the year, however, the Commission requested the coverage division to undertake a survey to ascertain the total number of year-round employees and the total number of seasonal employees employed by provincial governments, and the number in each category who are being insured. The survey revealed that a much higher proportion of seasonal, part-time and casual employees are being insured than full-time, year-round employees. Since concurrence has, therefore, been given to provincial governments to cover a higher proportion of poor risks than is actuarially sound in an insurance scheme, the Commission has initiated negotiations with the provincial authorities to restore a proper balance between the good and poor risks.

The coverage division continued research on numerous matters pertaining to unemployment insurance. Reports and statistics were prepared as requested by the Commission, other government departments and outside organizations such as the International Labour Office and the International Social Security Association.

CONTRIBUTIONS

One of the most important items referred to in last year's report was the increase in contribution rates made necessary because receipts could not provide for the steadily increasing amounts being paid in benefit. The effect of the increase in contribution rates effective September 27, 1959, is seen from the following.

Total revenue for the last complete year based on the former rates, namely, April 1, 1958 to March 31, 1959, including the employer, employee and government share, was \$222,584,449.89. During the following year, when contributions were made at the increased rate for approximately six months, total revenue amounted to \$274,338,842.01, representing an increase of \$51,754,392.12. Finally, the combined contributions for the period April 1, 1960 to March 31, 1961, rose to \$330,327,553.65, which is \$107,743,103.76 in excess of the amount obtained from total contributions during the 1958-59 period. This increase in revenue from contributions is only partly attributable to the adjustment of contribution rates, the other factor being the greater number of insurable employees during the past year.

At March 31, 1961, there were 331,995 employers registered with the Commission as employing insurable employees. Of this number, 9,074 used the bulk payment method of contributions, an increase of 894. The bulk payment method has thus continued to gain in popularity because employers are required to make only one payment each month. Employers who contribute under the bulk payment method now employ approximately 2,129,492 insurable employees, which is more than 40 per cent of the insured population. The following table shows how the use of the bulk payment method has grown over the last four years.

	1957-58	1958-59	1959-60	1960-61
Permits granted.....	1,002	1,013	1,457	1,301
Subsidiaries included.....	127	156	233	217
Cancellations.....	167	234	370	407
Permits in force at March 31.....	6,208	7,017	8,180	9,074
Increase.....	—	13%	17%	11%

The registration of employees increased by 130,821 during the past year. The chart on page 22 provides a comparison of the annual increase of insurable employees since March 31, 1957.

A master index of Canada's insured population is maintained by the contributions division at head office of the Commission. The number of inquiries made of this index for unemployment insurance purposes decreased from 344,233 in 1959-60 to 296,744 in 1960-61, despite the fact that 72,683 more claims were computed or recomputed. This may indicate that insured persons are attaching greater importance to keeping an adequate record of their insurance number. The volume of inquiries from other government sources increased from 17,960 to 22,661 during the same period.

The number of claims computed or recomputed at regional offices during the year amounted to 2,040,798.

The contributions division continued its post audit of a percentage of terminated claims for benefit to check whether claimants had correctly declared any earnings they might have had while in receipt of benefit.

CLAIMS OPERATIONS

A significant change in the organization of the insurance branch at head office was made. The division formerly known as the claims division was divided into two divisions, namely, claims operations and adjudication. This reorganization permits greater specialization in these two aspects of local and regional office operation, and also provides for dealing more effectively with the increasing volume of work.

At all three levels in the organization the work associated with taking claims for insurance benefit and paying claimants was carried on in basically the same manner as in the previous year except that the volume continued to increase. The only change in legislation provided that bonuses, gratuities, severance pay and retirement payments would not be taken into consideration in determining the benefit due to a claimant, and that holiday pay would only be a factor if a plant shutdown for the purpose of general continuous holiday occurred within six weeks of separation.

Except for December, 1960, February, 1961, and March, 1961, the number of initial claims filed in each month was higher than in the corresponding period a year ago. The increase was partly attributable to the normal population growth resulting in more insured persons, and also to the level of unemployment.

Despite the large volume, claims were handled promptly and, in the majority of cases, delays that did result were due to the failure of claimants to deposit contribution records upon filing claims.

There were 1,818,210 claims processed during the year, an increase of 85,201 (4.9 per cent) from the previous year. Regular benefit was established for 1,135,783 claims (62.4 per cent of the total); seasonal benefit was established for 486,663 claims (26.8 per cent); the remaining 10.8 per cent or 195,764 failed to qualify for any type of benefit.

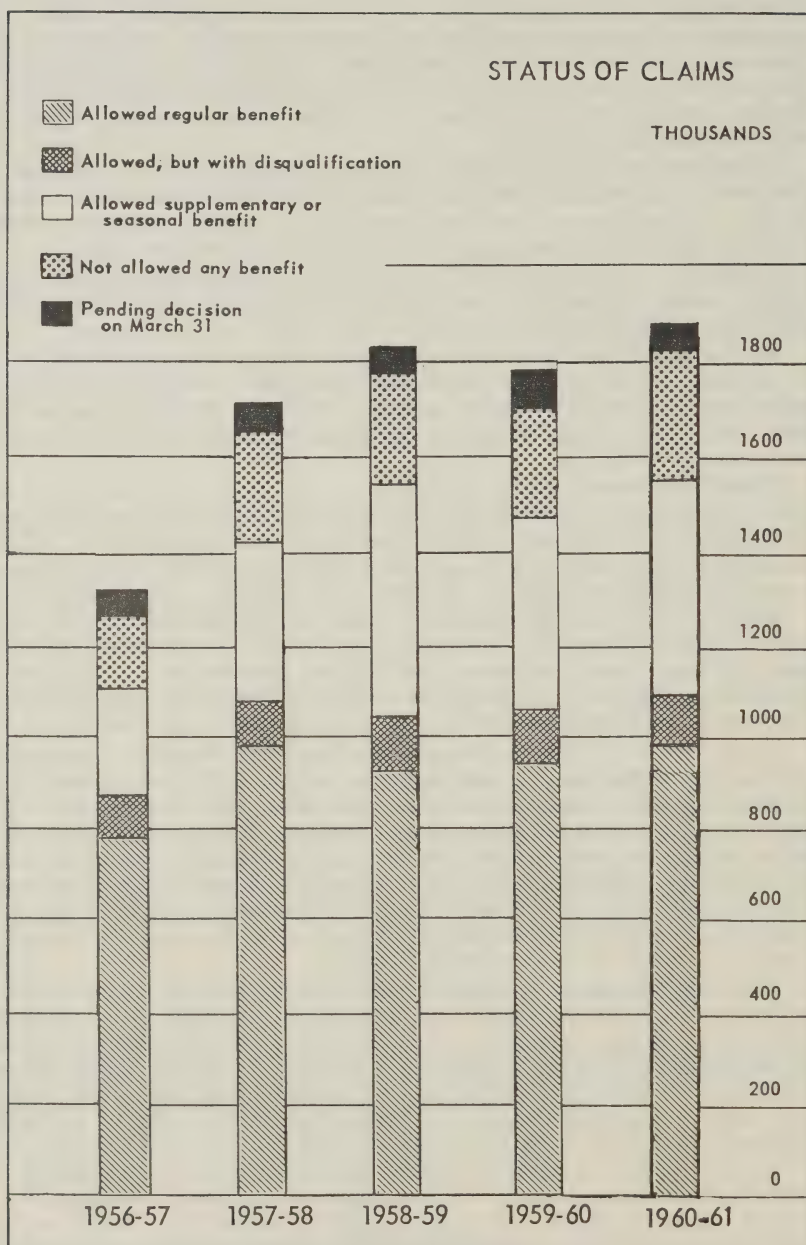
There were, therefore, 682,427 claimants who failed to establish regular claims. Of these, 257,992 failed to qualify because they had less than 30 weekly contributions in the 104-week period immediately preceding their claim; 242,405 who had previously claimed in the preceding 104 weeks did not have the required 24 weekly contributions since their previous claim began or in the 52 weeks prior to the new claim, whichever period was longer; 181,808 had less than the eight weekly contributions required in the previous 52 weeks or since their last claim began, whichever period was shorter; and 222 were fishermen who were claimants for regular benefit and had less than six weekly contributions in four consecutive calendar quarters in the seven calendar quarters prior to the week of the claim.

There were also substantial changes in the number of persons on claim at month end in comparison to a year ago. For example, at the end of April, 1960, the figures for active claimants were 17 per cent higher than for April, 1959. This differential at the month end increased until it reached 38.7 per cent in September, 1960, at which time it began to decrease with the result that the January, February and March, 1961, numbers were only 8.2, 7.2 and 1.8 per cent higher, respectively, than the previous year. The greatest number of persons on claim at one time during the year occurred at the end of February when there were 872,842 active claimants, of which 29,738 were fishing claimants.

Claimants who report in person to the local office of the Commission are paid either by cash or by warrant, the latter being negotiable at any chartered bank. At the year end, there were 125 local offices paying such claimants by cash and 90 doing so by warrant. The claimants who do not report in person and are permitted to report by mail are all paid by warrants which are mailed to them every two weeks. During the year, the local offices made a total of 17,104,115 individual payments of which 10,593,099 were cash payments and 6,511,016 were by warrant. These payments totalled \$513,905,724.35 as compared to \$415,234,067.38 a year ago.

ADJUDICATION

After a careful review of the problems associated with maintaining high standards and uniformity in the decisions issued by insurance officers on claims for benefit involving questions of eligibility, the Commission decided to centralize



this function in a number of conveniently located centres across Canada. The plan was largely carried into effect in October, 1960. Experience since then has demonstrated that it is a sound system, and delays in processing claims of this nature have been fewer. The re-organization will, therefore, continue and should be completed during the next fiscal year.

During the fiscal year, there were 1,546,414 initial claims adjudicated on which claimants fulfilled the contributions requirements in the first instance. Of this number 1,422,157 were allowed with no disqualification and a disqualification was imposed on the remaining 124,257. In addition, 1,317,029 decisions were issued on renewal claims filed during the currency of a benefit period; on questions arising on continuing claims; and on claims where the claimant subsequently fulfilled the qualifying requirements. Of these, 1,105,333 were allowed with no disqualification and a disqualification was imposed on 211,696 claims. There were 78,681 more initial claims adjudicated during the past year than in the previous fiscal year, an increase of 5.4 per cent, while the renewal and revised claims were up 216,788 (19.7 per cent) over the same period.

There were 335,953 disqualifications imposed on claims on which entitlement had otherwise been established as compared to 301,225 disqualifications imposed the previous year. The disqualifications were effective for varying periods, up to the complete life of the claim. The principal reasons for disqualification and the number of claimants affected were as follows: 87,271 claimants were not available for work; 83,809 left their employment voluntarily without just cause; 31,723 failed to make their claims for benefit in the prescribed manner (including neglect to lodge insurance book); 31,311 were disqualified because of the determination and allocation of earnings; 28,135 were disqualified by reason of false statements or misrepresentation; 23,056 refused offers of suitable work; 14,592 lost their employment due to misconduct; and 3,633 were disqualified for having lost their employment by reason of a stoppage of work attributable to a labour dispute. The remaining 32,423 disqualifications were imposed for such reasons as the claimant being not unemployed, not capable of work, or having ceased work because of illness.

In comparison to the number of disqualifications imposed a year ago, there was a substantial increase in the following categories; non-availability (up 6,684); because of the determination and allocation of earnings (up 6,493); for failure to apply in the prescribed manner (up 8,665); in respect of false statement and misrepresentations (up 13,663). On the other hand, disqualifications imposed on claimants who lost their employment by reason of a stoppage of work attributable to a labour dispute decreased by 4,349.

During the 1960-61 fiscal year, there were 7,079 applications to have claims antedated, which was an increase of 805 over the previous fiscal year. There were 2,898 (41 per cent) antedates approved and 4,181 (59 per cent) disallowed.

There were 42,220 applications for extension of the qualifying periods for reasons such as the claimant being incapacitated for work, self-employed or working in non-insurable employment. This represented an increase of 8,592 over the previous year and 30,071 (71 per cent) of the applications were allowed.

Boards of referees considered 15,524 appeals made by claimants against decisions given by insurance officers. This was an increase of 824 over the previous fiscal year. In 1,913 instances (12.3 per cent) the appeals were allowed, the insurance officers' decisions being upheld in the remainder. There were also 45 cases referred to the board of referees for decision by the insurance officers, of which 19 were allowed and disqualifications imposed on the remaining 26 cases.

During the year under review, the Umpire disposed of 104 appeals, of which 98 were made by claimants and their associations, and six were made by insurance

officers. The appeal of the claimant or his association was upheld in 24 cases and that of the insurance officer in four cases. The remaining 76 appeals were dismissed.

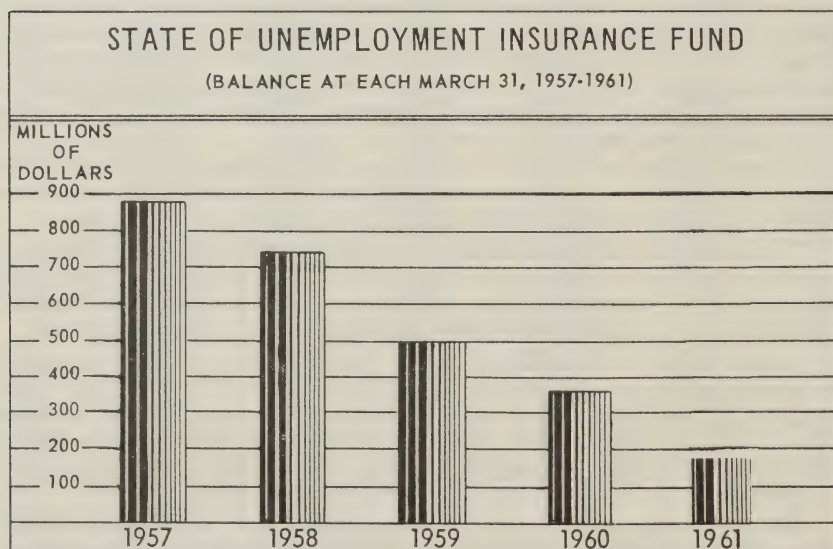
AGREEMENTS WITH OTHER COUNTRIES

Since 1942, a reciprocal arrangement has been in effect between the governments of Canada and the U.S.A. under which insured persons in either country who change their residence from one country to the other could claim benefit from the country where they established benefit rights by filing interstate claims. This arrangement provides not only that benefit rights are not lost by an insured person's removal from one country to the other, but that duplication of benefit payments for the same period of unemployment is avoided; benefits are not payable by one jurisdiction (defined as any state coming within the agreement or Canada) until the claimant has exhausted or terminated his benefit rights in the other jurisdiction.

Subscription to this arrangement is optional for any state of the United States. All but four (Alabama, Iowa, Maine and New Hampshire) have subscribed. Negotiations with the states of Maine and New Hampshire continued during the year. These are the states in which many Canadians are employed, chiefly in lumbering and logging, and for whom the conclusion of a reciprocal agreement is most important.

Maine has been studying the probable financial effect of such an agreement and it is expected that their findings will be made public during the coming fiscal year. New Hampshire is also interested in the studies made by Maine and it is hoped that agreements between the two states and Canada may be concluded before too long.

Interstate claims filed against Canada during 1960-61 by Canadians who had moved to the United States numbered 4,879 compared with 4,541 in the previous year. The number of claims filed in Canada against the United States was 3,616 as compared to 2,952 in the previous year.



An agreement has been in effect since January 1, 1960, between the governments of Canada and the United Kingdom, under which the Unemployment Insurance Commission co-operates with the British Ministry of Pensions and National Insurance in supplying, upon request, certain information regarding the employment history of persons formerly resident in the United Kingdom who have worked in Canada and, having subsequently returned to the United Kingdom, have made claims for unemployment benefit under the National Insurance scheme.

The National Insurance legislation of the United Kingdom provides that, under certain conditions, such a person is treated for unemployment benefit as if he had been resident in the United Kingdom during any period in which he was gainfully occupied in employment under a contract of service in Canada. During the year, the United Kingdom Ministry requested information from the Commission in 1,311 such cases.

UNEMPLOYMENT INSURANCE FUND

The balance in the Fund at April 1, 1960, was \$365,892,232.95. Revenue for the fiscal year 1960-61 amounted to \$332,698,344.06, including employer, employee and government contributions, penalties and interest on investments. The revenue from employer, employee and government contributions totalled \$330,327,553.65, representing an increase of \$55,988,711.64 over the previous year. This was attributable mainly to the 1959 amendments that increased the rates and added two new contribution classes. These amendments became effective in October of that year.

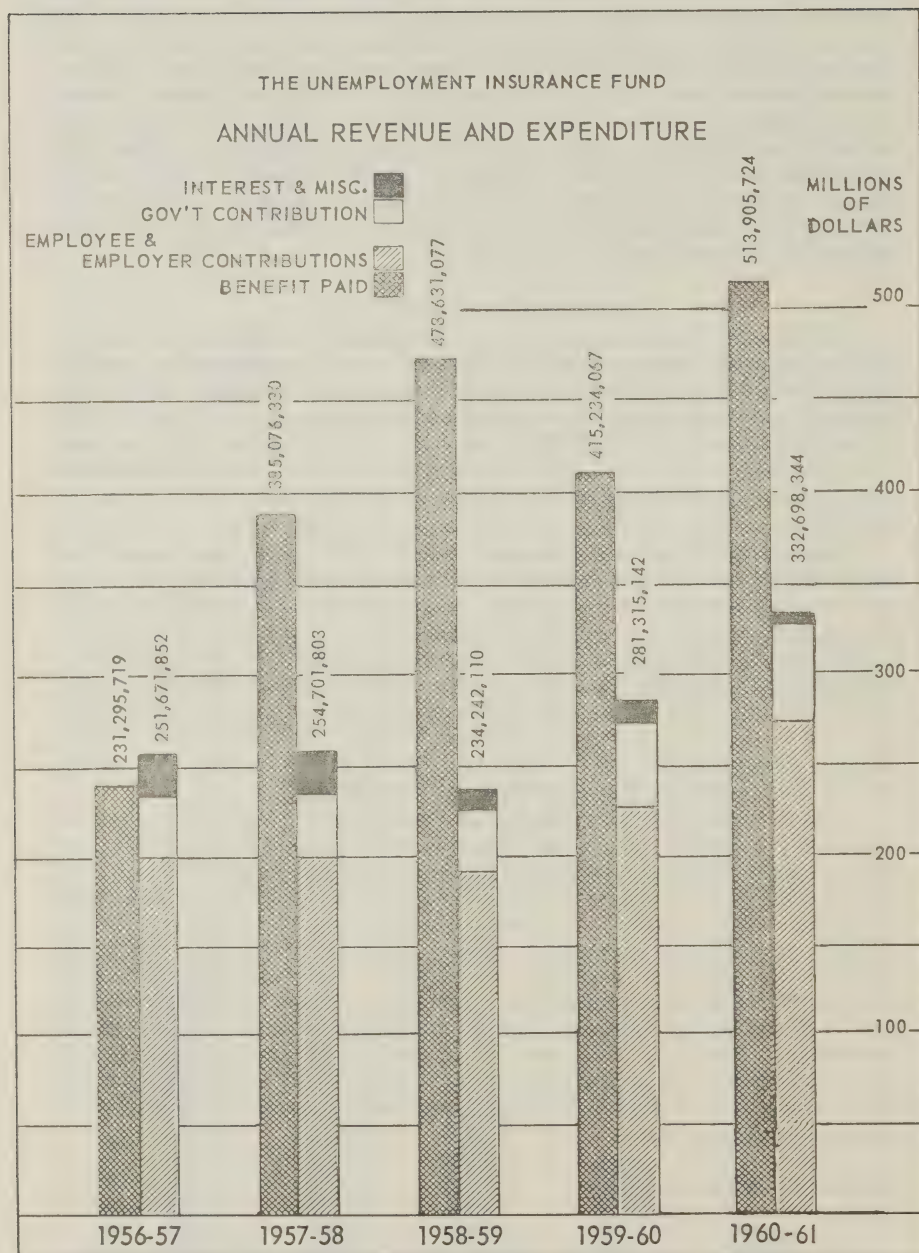
Total benefit payments amounted to \$513,905,724.35, an increase of \$98,671,656.97 over the previous year. This increase can be attributed, in part, to the expanding labour force and, in part, to general economic conditions. During the past fiscal year, each month, with the exception of March, showed an increase in total revenue when compared to the corresponding month of the previous year. Monthly benefit payments exceeded monthly revenue for seven months, whereas, for the months of July to November inclusive, the revenue was more than benefit paid. For the whole year, expenditures were \$181,207,380.29 more than revenue, leaving a balance of \$184,684,852.66 in the Fund at March 31, 1961. The accompanying chart compares annual revenues and expenditures.

With the exception of a small balance maintained in chartered banks for redemption of benefit warrants and supplying local offices with cash for the payment of benefit, the Fund is invested in securities of, or guaranteed by, the Government of Canada. The Unemployment Insurance Fund is managed by an Investment Committee which authorizes all investment transactions. This committee consists of three members; the Governor or Deputy Governor of the Bank of Canada and two other persons nominated by the Minister of Labour and the Minister of Finance. The book value of investment securities on March 31, 1961, was \$245,166,476.60 and the par value was \$248,917,500.00. The average weighted yield of investments at March 31, 1961, was 3.53 per cent per annum, a decrease of 0.17 per cent since the end of the previous fiscal year. Of the investment securities shown at book value, \$82,477,703.26 has been pledged as security on loans from the Department of Finance.

TECHNICAL SERVICES

AUDIT

The number of registered employers subject to audit continued to rise and reached 398,604 at the year end, an increase of 10,944 over the previous year and an increase of 172,047 since 1951. Notwithstanding the large increase in the



number of employers over the past decade, the field audit staff in the same period has increased only slightly from 351 to 368, and the related clerical staff from 152 to 169. The auditors, based at 36 district and 95 resident locations, completed 188,901 audits during the year. To cut down operating costs, 18,162 short form audits were conducted in those cases where the employer's record of compliance was good. As well, in order to avoid the cost of special interim audits, 262,622 letters were sent to employers who appeared to be falling behind in purchasing stamps.

Year-end checks were made of the records of 572 employers contributing by the bulk payment method to test the accuracy of their employee contribution statements and to reconcile them with remittances sent to the Commission. Generally, it was found that these were properly completed but, where they were not, errors and omissions were brought to the attention of the employer.

The incidence of employer delinquency continued at a high level. In the case of 55,845 audits (being 29.6 per cent of the audits completed), arrears were established totalling \$2,437,256.09. When an employer has been delinquent on two successive occasions, a 10 per cent penalty is applied and this occurred in 10,891 cases with the levy amounting to \$69,001.63. In an effort to keep the outstanding accounts at a minimum, auditors are instructed to make every effort to obtain payment while still at the employer's premises. When the audit division cannot collect an amount of overdue contributions, the case is referred to the enforcement division for Exchequer Court or garnishment action. The overdue contributions outstanding at the end of the year totalled \$383,589.43, an increase of \$101,426.00 from the previous year end. Of the outstanding accounts, almost half related to bankruptcy cases.

In addition to audits of employers' records, the auditors also undertook 39,183 investigations. Among the types of investigations encountered were those involving individual complaints lodged against employers by employees, local office requests for assistance in establishing the bona fides of questionable contributions discovered in claimants' insurance books, and laying informations in prosecution cases. Also included in the investigations quoted above were 7,708 visits to casual employers, such as householders who hired persons for short periods for work not related to the employer's trade or business, as in such cases workers are not insurable. In some districts, the volume of these special investigations was heavy and this seriously retarded regular audit work.

During the year, three surveys were completed, one involving the status of certain employees in nurseries and greenhouses, another involving the incidence of delinquency among service station operators and the third in connection with the multiplicity of employers in the stevedoring industry in the Toronto area. The greenhouse survey covered 210 employers and showed that the majority of the employees were in a non-insurable category. In the service station survey, 645 stations were covered and it was shown that the incidence of arrears was higher than the national average for all types of employers. Arrears of contributions usually related to temporary or part-time employees and in most cases they were paid at the time of audit. The stevedore survey in Toronto showed that there was not sufficient evidence of multiple employers to warrant any centralized payroll plan.

In addition to the time spent on surveys, 2,544 hours were taken up with prosecution cases and 910 hours were devoted to assisting the coverage and contributions divisions at Head Office.

As part of their audit visits to small employers and to employers in outlying districts not easily accessible to the local office, the auditors continued their efforts to acquaint employers with the facilities offered by the National Employment Service.

INVESTIGATION—ENFORCEMENT

The investigation division is responsible for ensuring that the Unemployment Insurance Act and Regulations are observed by persons claiming benefit. It is also responsible for cases involving employer infractions (including prosecution when advisable) and, through the use of Exchequer Court and garnishment procedures, the recovery of funds owing by employers or claimants.

The division ended the year with an expansion program which added 44 investigators to the field staff, making a total of 122 now engaged full time in investigation work. A more intensified program of enforcement has been planned and will be implemented during the fiscal year ahead.

During 1960, four training conferences were held across Canada, designed to provide refresher instruction for enforcement officers and explore new investigation techniques. One result was an increase in the volume of investigations completed concerning fraud, with a corresponding increase in punitive penalties and prosecutions. A second result was the development of more efficient methods of investigation and a simplification of reporting procedures. Further changes will be implemented by mid-1961.

The number of investigations of suspected false statements increased from 24,897 in 1959-60 to 36,351 in 1960-61. The total number of all investigations completed remained approximately the same, 72,259.

The number of detected punishable infractions continued to increase. Comparative figures for the past three years are shown.

	1958-59	1959-60	1960-61
Penalties imposed on claimants under			
Section 65 of the Act.....	13,089	16,851	30,044
Prosecutions undertaken (claimants).....	1,325	1,489	2,026
Prosecutions undertaken (employers).....	504	603	496

The following table illustrates the number and total amount of collections through garnishment and Exchequer Court proceedings, with comparative figures for the previous fiscal year.

	1959-60		1960-61	
	Number	Amount	Number	Amount
Employers: Garnishment.....	458	\$26,273	607	\$33,871
Exchequer Court.....	57	5,978	39	6,212
Claimants: Garnishment.....	298	21,913	683	40,395
Exchequer Court.....	74	8,175	77	11,984
	887	\$62,339	1,306	\$92,462

In Appendix VII of this report, a statistical summary of investigations completed by the enforcement branch in 1959-60 is provided. Appendix VIII contains a summary of prosecutions undertaken during the same period against employers and claimants for various infractions of the Act and Regulations. In addition to the legal action recorded in the latter appendix, there were eight prosecutions instituted under the Criminal Code.

INSPECTION

The inspection division carries out periodic on-the-spot inspections of all offices of the Commission, in order to determine whether the offices are correctly interpreting and following directives issued by head office, and whether the public is well served.

There are 199 regular offices and 41 branch and area offices which are scheduled for inspection once every two years, and five regional offices which are inspected approximately once every three years. In addition, audit and enforcement offices are inspected. Each inspection results in a written report which is circulated to the officers concerned.

During the past fiscal year, 74 local offices, four district audit offices, and seven district enforcement offices were inspected, and 38 cash verifications were made. A new procedure was introduced which ensures that findings contained in reports are brought to the attention of senior officers without delay. The division also evolved a procedure whereby shortcomings found during inspections can be eliminated promptly.

A breakdown of all inspections made during the fiscal year appears in the following table.

	<i>Local Offices</i>		<i>District</i>	<i>District</i>
	<i>General</i>	<i>Cash</i>	<i>Audit</i>	<i>Enforcement</i>
	<i>Inspection</i>	<i>Verification</i>	<i>Offices</i>	<i>Offices</i>
Atlantic.....	6	4	2	2
Quebec.....	24	10	1	1
Ontario.....	22	14	1	2
Prairie.....	14	6	—	—
Pacific.....	8	4	—	2
	—	—	—	—
Total.....	74	38	4	7
	—	—	—	—

The general inspections shown in the first column above took in a good cross-section of local offices of various sizes, including that of Metropolitan Toronto. A more detailed distribution of these inspections, by region and grade of office, is shown below.

GRADE OF LOCAL OFFICE

<i>Region</i>	<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>	<i>5</i>	<i>6</i>	<i>7</i>	<i>8</i>	<i>9</i>	<i>Total</i>
Atlantic.....	—	1	1	3	—	1	—	—	—	6
Quebec.....	—	5	12	7	—	—	—	—	—	24
Ontario.....	—	5	11	3	2	—	—	—	1	22
Prairie.....	—	4	6	1	1	2	—	—	—	14
Pacific.....	—	3	5	—	—	—	—	—	—	8
	—	—	—	—	—	—	—	—	—	—
Total.....	—	18	35	14	3	3	—	—	1	74

STANDARDS AND METHODS

The main activities of the division—the development, promotion and maintenance of standard practices in the organization, the study of existing systems and methods, and the submission of proposals for work and procedure improvement—continued to be carried on during the year.

Considerable progress was made in the work measurement program of the Commission. Time studies were made on the assessable work of the employment and insurance operations; certain standards of work production were established; and major revisions of the weights were made. A thorough analysis of the non-assessable work in local offices was made and all basic data for conducting non-standard staff surveys were brought up to date.

Further study was given to the improvement of the payment of benefit procedures. The Commission proposed that the punched-card procedure of benefit payment in effect in the Prairie region remain in operation on a continuous basis and the recommendation for the application of this system of payment in other regions was given favourable consideration.

Instructional material, issued by the various branches of the Commission, was edited by the division and approximately 350 circulars and releases were reviewed for procedural content.

In connection with the division's forms design work, 41 new forms were originated, 60 forms were cancelled, and 191 were revised. Progress in respect of reviewing forms with a view to their improvement, combination, simplification, and elimination was made.

The data collected in field surveys carried on by the standards and methods officers were compiled, tabulated and analysed in the research and clerical section. This section also carried on the general clerical work of the division, such as proof-reading manuals, circulars and other publications issued by the Commission; supplying standards for the distribution of manuals and instructional material; and maintaining catalogues of equipment and supplies for use in establishing standards.

During the year, it was found that employees continued to make good use of the Suggestion Award Plan. There were 430 suggestions received and 50 adopted.

ADMINISTRATION

LEGAL

The Legal Advisor's office closed the year with a total of 881 completed cases and 126 cases brought forward into the new fiscal year. Of these 126 cases, extensive work has been carried out on each one but they have not yet reached the final stage.

Of the above, 825 were new cases received during the fiscal year and 182 were brought forward from 1959-60. While this shows a decrease in the amount of incoming and outgoing work, the types of case received were of a considerably higher caliber.

Four amendments to the Regulations were drafted, three of which concerned earnings of claimants to be taken into account for benefit purposes. The remaining regulation provided an alternate method of computing fishermen's expenses to be taken into account in determining the fishermen's earnings for the purposes of payment of benefit.

Appeals to the Commission for a decision in the determination of the question of insurability (coverage) to the number of 190 were received from the coverage division. In the previous fiscal year the total was 68. These cases were studied and submitted to the Commission. From these, 34 applicants appealed to the Umpire from the Commission's decision. This nearly quadrupled the previous year's total of nine.

There were 120 benefit appeals from claimants and insurance officers against the decision of the board of referees reviewed by the Legal Advisor's office. Its solicitors acted as counsel for the Commission at 46 oral hearings held at six different points, namely: Ottawa, 27; Toronto, four; Quebec City, eight; Fredericton, one; Montreal, two; and Halifax, one.

PUBLIC RELATIONS

Guidance was provided to local offices on the preparation and release of annual reports to the public in the area served by the office. Such reports cover in

concise and simple form the main activities of each local office, and provide a review of the employment situation of the area. A good number of offices have already instituted such reports, which are edited and published at head office.

A new administrative measure was introduced, whereby local offices submit quarterly reports on their public relations activities to the branch at head office. This system facilitates the review and co-ordination of local office public relations work, as well as the dissemination to all offices of noteworthy publicity ideas.

In order to assist regional and local office personnel in the preparation and delivery of speeches, a speech manual containing specific guidance on Commission topics was prepared and distributed to the field. A booklet dealing with the supply and demand of university graduates was published and well received by employers and university circles.

An article on unemployment insurance procedures as they affect loggers and lumber workers was prepared and widely circulated, several thousand copies being requested by companies and publications. The periodic column "Questions and Answers", in which employment and insurance questions are discussed, continued to be distributed to a large number of news media. Press releases were issued whenever there were new developments in the field of insurance or employment, or new appointments within the Commission.

The branch, in collaboration with other departments, created a convention exhibit, three sets of which were prepared. The exhibit, consisting of a screen, movable posters, and a counter, is designed to be set up at important conventions and conferences of various organizations with the object of promoting the services provided by the Commission, and to explain employment and insurance procedures.

Preparations were completed for the issuance of a periodic National Employment Service Newsletter.

The officers of the branch were called upon to deal with an unusually heavy volume of mail from the public and a steadily increasing number of requests from news media and others for information and background material on unemployment insurance and the National Employment Service.

STAFF

The 1960 annual review of establishments resulted in an increase of 503 positions for the fiscal year 1961-62. A continued increase in workloads was the major contributing factor. Provision was also made for 85 upward and 65 downward reclassifications.

There were 8,248 regular employees on strength on March 31, 1961, as compared to 7,978 on March 31, 1960.

In addition, there were 2,669 casual employees on strength on March 31, 1961, as compared to 2,377 on March 31, 1960. During the peak period in 1960-61 there were 3,473 casual employees on strength as compared to 3,224 in 1959-60. These employees are engaged mainly to assist in the additional seasonal workload of claims for unemployment insurance benefit.

The distribution of staff at the end of the 1960-61 fiscal year was:

	<i>Regular</i>	<i>Casual</i>
Head Office.....	366	11
Atlantic Region.....	854	381
Quebec Region.....	2,300	889
Ontario Region.....	2,572	892
Prairie Region.....	1,195	287
Pacific Region.....	961	208

Staff turnover decreased from the previous fiscal year. Figures for the last three years are: 1958-59, 11.76 per cent; 1959-60, 13.14 per cent; and 1960-61, 10.34 per cent.

During the year, 44 investigation officer positions were established to meet immediate requirements of an expanded enforcement program.

A complete review of the duties and performance of personnel in the employment and insurance branches of local offices was made by regional committees and head office to implement reclassifications to the new classes (employment officer, claims officer and insurance officer) established as a result of the special studies of salaries and classifications of UIC positions conducted by the joint committee of the Unemployment Insurance Commission and the Civil Service Commission.

The joint committee continued studies of other classes not covered by the new classes referred to above. A new class, Unemployment Insurance Commission officer, was established and changes in compensation were approved for several senior administrative classes in regional and local offices.

A survey of establishment and classification requirements of local and regional offices was also completed to implement a change in organization involving the centralization of adjudication of contentious claims from local to regional offices.

In addition, regular studies were continued by the establishment review division to maintain and develop the Commission's staffing and classification program.

A survey was made of the classification of stenographic positions for managers in grade 1 to 4 local offices. A standard classification plan was approved for these positions and reclassifications were effected.

The performance review program for managers and senior officers, which was officially implemented just over a year ago, has progressed considerably. Early in the year, a new method, similar to that for senior officers, was introduced for use in the review of the work performance of other members of the staff.

As a whole, the program has proven worth while, although there are still many areas where training is required before the best results can be achieved. Some work has also been done on the personnel appraisal program initiated last year to assess the present performance and the potential of officers whose performances are outstanding. This program is of considerable value in personnel planning and development. An additional position has been provided in the rating division to enable that division to devote more attention to the analysis and review of performance review reports.

A good deal of interest in the Commission's performance review program has been shown by other government departments, crown corporations and private enterprises and details of the program and further information on request were provided on many occasions. Also, on two occasions, at the request of the Civil Service Commission, the Unemployment Insurance Commission program and performance review in general was discussed by the rating officer during courses comprising senior supervisors of various government departments.

Considerable progress was made in the preparation of standard statements of duties for regional and local office positions, in order to eliminate unnecessary delays and the necessity of transmitting documents to head office when vacancies occur. This is a further step toward decentralizing routine personnel operations.

The rating division is also responsible for reviewing selection board reports, requests for extension of service, and recommendations for disciplinary action and releases and appeals therefrom. In this respect, during the year, 691 selection board reports on promotional competitions were reviewed and 44 appeals were filed.

STAFF TRAINING

The staff training division inaugurated a major course in supervision during the year under review, and this will be continued into the succeeding fiscal year.

A three-month induction course was completed by 903 new employees. Final examinations were passed by 681 employees who had taken part in a general career course consisting of 15 assignments. Altogether, 712 employees enrolled in this course during the fiscal year, and 400 were receiving instruction at the end of the year. The course is continuing.

Two new employment training topics were added to the Commission's work training program. The topics consisted of six units of training on employer relations work, five units on telephone solicitation of employers' orders, and one unit on salesmanship.

One insurance training topic added to the training program consisted of 45 units on the taking of claims, claims examination, and claims payment. This training is being given to new claims officers during their first year of employment.

Two new administrative training topics were added to the Commission's work training program. These consisted of seven units of training on the work and responsibilities of chairmen and members of promotion competition selection boards; and four units of training to assist employees to understand the Commission's promotion competition program and how to prepare for promotion.

A new career training course was added to the Commission's training program. It consists of 14 assignments designed to permit employees to prepare for the work of insurance officer with limited authority powers. At the end of the fiscal year, there were 371 employees actively engaged in the course, which is continuing. This course will be repeated starting May 1 and October 1 each year.

Means of improving the performance of the Commission's employees through training was studied throughout the year. To ensure continued progress, the Chief, Staff Training Division, has been given the responsibility of conducting the major course in supervision and developing the Commission's training program at all levels of the organization.

COMMISSION OFFICES

As of March 31, 1961, the Commission operated 252 offices. Of this number, five were regional offices, 200 were regular local offices, 41 were branch or zone offices and five were in centres where itinerant service was provided on a weekly or semi-weekly basis.

In addition, the Commission has instituted a system whereby agents are appointed to complete all the necessary documents in connection with applications for unemployment insurance benefits. In this way, applicants who live too far away from any of the Commission offices are able to make their applications with a minimum of delay. This system also substantially reduces the amount of correspondence with postal applicants. Agents operating on March 31, 1961, numbered 209. Regionally, there were 72 in the Atlantic region, 65 in the Quebec region, 20 in Ontario region, 32 in the Prairie region, and 20 in the Pacific region.

ADMINISTRATIVE COSTS OF THE UNEMPLOYMENT INSURANCE
COMMISSION DURING THE PERIOD APRIL 1, 1960 TO
MARCH 31, 1961

Salaries and Wages.....	\$36,652,424.26
Overtime.....	184,459.44
Living and Other Allowances.....	20,373.92
Professional and Special Services.....	150,093.70
Commission to Post Office Department.....	988,688.60
Canadian Corps of Commissionaires Services.....	249,868.17
Travelling and Removal Expenses.....	767,402.35
Freight, Express and Cartage.....	115,710.61
Postage.....	1,137,156.41
Telephones, Telegrams and Other Communication Services.....	471,539.71
Reports and Other Material.....	32,332.52
Broadcasting and Displays.....	86,334.88
Office Stationery, Supplies and Equipment.....	996,214.58
Unemployment Insurance Stamps.....	37,885.59
Materials and Supplies.....	2,643.59
Rental of Office Accommodation.....	1,439.50
Acquisition of Equipment.....	4,455.99
Repairs and Upkeep of Equipment.....	4,139.57
Municipal or Public Utility Services.....	1,309.62
Unemployment Insurance Contributions.....	59,044.26
Umpire, National Advisory Committee, National, Regional and Local Employment Committees, Boards of Referees.....	141,914.77
Sundries.....	6,283.13
	<hr/>
	\$42,111,715.17
	<hr/>

APPENDIX I

LOCATION OF OFFICES OF THE UNEMPLOYMENT INSURANCE COMMISSION
Head Office—OTTAWA, Ont.

REGIONAL OFFICES

Atlantic Region — Moncton, N.B. Ontario Region — Toronto, Ont.
Quebec Region — Montreal, Que. Prairie Region — Winnipeg, Man.
Pacific Region — Vancouver, B.C.

NATIONAL EMPLOYMENT SERVICE OFFICES

Newfoundland Corner Brook Grand Falls *St. John's	Quebec (Cont.) Grand'Mère Grindstone Island (Magdalen Islands) *Hull *Joliette Jonquière Lachine Lachute La Malbaie La Tuque Lévis Longueuil Louiseville Magog Maniwaki Matane Mégantic Mont Laurier Montmagny Montmorency *Montreal Business, Youth and Professional Centre Eastern Northern Western New Richmond Plessisville Port-Alfred	Ontario (Cont.) *Cornwall Dunnville Elliot Lake Fort Erie Fort Frances *Fort William Galt Gananoque Goderich Guelph *Hamilton Hawkesbury Hearst Ingersoll Kapuskasing Kenora *Kingston Kirkland Lake *Kitchener Leamington Lindsay Listowel *London Long Branch Midland Napanee Newmarket Niagara Falls *North Bay Oakville *Orillia *Oshawa *Ottawa *Owen Sound Parry Sound *Pembroke Perth Peterborough Picton Port Arthur Port Colborne Port Hope Prescott Renfrew *St. Catharines St. Thomas Sarnia Sault-Ste-Marie Simcoe Sioux Lookout Smiths Falls Stratford Sturgeon Falls *Sudbury Tillsonburg Timmins *Toronto Business, Youth and Professional Centre Eastern Western Trenton Walkerton Wallaceburg Welland	Ontario (Cont.) Weston *Windsor Woodstock
Prince Edward Island *Charlottetown Summerside		Manitoba *Brandon Dauphin Flin Flon Portage-la-Prairie St-Boniface Selkirk The Pas *Winnipeg	
Nova Scotia Amherst Bridgewater Dartmouth Glace Bay *Halifax Inverness Kentville Liverpool *New Glasgow New Waterford North Sydney Pictou Port Hawkesbury Springhill *Sydney Sydney Mines Truro Yarmouth		Saskatchewan Estevan Lloydminster Moose Jaw North Battleford Prince Albert *Regina *Saskatoon Swift Current Weyburn Yorkton	
New Brunswick *Bathurst Campbellton Chatham Edmundston *Fredericton Minto *Moncton Newcastle Oromocto Sackville *Saint John St. Stephen Shediac Sussex Woodstock	Quebec Acton Vale *Alma Arvida Asbestos Baie-Comeau Beauharnois Buckingham Campbell's Bay Causapscal *Chandler *Chicoutimi Coaticook Cowansville Dolbeau *Drummondville East Angus Farnham Forestville Gaspé Granby	Alberta Blairmore *Calgary Drumheller *Edmonton Edson Grande Prairie *Lethbridge Medicine Hat Red Deer	
Quebec Acton Vale *Alma Arvida Asbestos Baie-Comeau Beauharnois Buckingham Campbell's Bay Causapscal *Chandler *Chicoutimi Coaticook Cowansville Dolbeau *Drummondville East Angus Farnham Forestville Gaspé Granby	Ontario Arnprior Barrie Belleville Bracebridge Brampton *Brantford Brockville Carleton Place Chatham Cobourg Cochrane Collingwood	British Columbia Chilliwack Courtenay Cranbrook Dawson Creek Duncan Kamloops Kelowna Kitimat Mission City Nanaimo *Nelson *New Westminster North Vancouver *Penticton Port Alberni *Prince George Prince Rupert Princeton Quesnel Trail *Vancouver Vernon *Victoria	
		Yukon Territory Whitehorse	
		Great Britain London, England	

NOTE: * indicates that Boards of Referees appointed at these centres.

APPENDIX II

EMPLOYMENT OPERATIONS BY THE LOCAL OFFICES OF THE UNEMPLOYMENT INSURANCE COMMISSION, APRIL 1, 1960 TO MARCH 30, 1961, BY PROVINCES

Province		Applications Registered	Vacancies Notified	Total Placements	Regular ¹ Placements	Casual ² Placements
Newfoundland.....	Male	68,238	9,592	8,591	5,294	3,297
	Female	6,079	1,748	1,139	856	283
	Total	74,317	11,340	9,730	6,150	3,580
Prince Edward Island.....	Male	18,021	7,131	5,808	2,518	3,290
	Female	5,345	2,770	2,424	1,514	910
	Total	23,366	9,901	8,232	4,032	4,200
Nova Scotia.....	Male	111,297	24,605	23,052	15,388	7,664
	Female	30,540	11,912	9,381	6,890	2,491
	Total	141,837	36,517	32,433	22,278	10,155
New Brunswick.....	Male	116,195	30,698	29,916	23,756	6,160
	Female	30,041	8,974	7,453	5,895	1,558
	Total	146,236	39,672	37,369	29,651	7,718
Quebec.....	Male	857,194	204,819	181,260	140,612	40,648
	Female	276,259	98,050	78,190	65,056	13,134
	Total	1,133,453	302,869	259,450	205,668	53,782
Ontario.....	Male	1,048,034	239,022	211,470	155,436	56,034
	Female	423,499	141,567	108,235	86,509	21,726
	Total	1,471,533	380,589	319,705	241,945	77,760
Manitoba.....	Male	144,495	45,683	38,660	26,387	12,273
	Female	56,114	27,160	20,469	13,149	7,320
	Total	200,609	72,843	59,129	39,536	19,593
Saskatchewan.....	Male	100,591	32,445	29,051	20,921	8,130
	Female	39,024	15,614	11,796	9,090	2,706
	Total	139,615	48,059	40,847	30,011	10,836
Alberta.....	Male	195,457	62,807	56,471	44,322	12,149
	Female	75,491	35,277	25,095	19,949	5,146
	Total	270,948	98,084	81,566	64,271	17,295
British Columbia.....	Male	418,406	70,049	63,041	44,223	18,818
	Female	158,600	65,195	55,555	30,767	24,788
	Total	577,006	135,244	118,596	74,990	43,606
Canada.....	Male	3,077,928	726,851	647,320	478,857	168,463
	Female	1,100,992	408,267	319,737	239,675	80,062
	Total	4,178,920	1,135,118	967,057	718,532	248,525
Comparable Totals 1959-1960.....	Male	2,845,469	753,998	662,569	491,599	170,970
	Female	1,072,367	423,282	324,912	234,151	90,761
	Total	3,917,836	1,177,280	987,481	725,750	261,731

¹ Includes Transfers—Out.² Placements are termed "Casual" when the duration of the employment is six or less working days' duration.

APPENDIX III

EMPLOYMENT OPERATIONS BY THE LOCAL OFFICES OF THE UNEMPLOYMENT INSURANCE COMMISSION, APRIL 1, 1960, TO MARCH 30, 1961 BY REGIONS

Region		Applications Registered	Vacancies Notified	Total Placements	Regular ¹ Placements	Casual ² Placements
Atlantic.....	Male	313,751	72,026	67,367	46,956	20,411
	Female	72,005	25,404	20,397	15,155	5,242
	Total	385,756	97,430	87,764	62,111	25,653
Quebec.....	Male	857,194	204,819	181,260	140,612	40,648
	Female	276,259	98,050	78,190	65,056	13,134
	Total	1,133,453	302,869	259,450	205,668	53,782
Ontario.....	Male	995,102	221,823	196,109	143,080	53,029
	Female	411,069	136,726	104,086	83,281	20,805
	Total	1,406,171	358,549	300,195	226,361	73,834
Prairie.....	Male	497,763	159,499	140,874	105,069	35,805
	Female	184,078	83,268	61,834	45,720	16,114
	Total	681,841	242,767	202,708	150,789	51,919
Pacific.....	Male	414,118	68,684	61,710	43,140	18,570
	Female	157,581	64,819	55,230	30,463	24,767
	Total	571,699	133,503	116,940	73,603	43,337
Canada.....	Male	3,077,928	726,851	647,320	478,857	168,463
	Female	1,100,992	408,267	319,737	239,675	80,062
	Total	4,178,920	1,135,118	967,057	718,532	248,525
Comparable Totals						
1959-1960.....	Male	2,845,469	753,998	662,569	491,599	170,970
	Female	1,072,367	423,282	324,912	234,151	90,761
	Total	3,917,836	1,177,280	987,481	725,750	261,731

¹ Includes Transfers—Out.² Placements are termed "Casual" when the duration of the employment is six or less working days' duration.

APPENDIX IV NUMBER OF CLAIMS RECEIVED AND THE DISPOSAL DURING THE YEAR 1960-1961 BY PROVINCES

	Total	Newfoundland	Prince Edward Island	Nova Scotia	New Brunswick	Quebec	Ontario	Manitoba	Saskatchewan	Alberta	British Columbia
INITIAL CLAIMS											
Pending 31 March, 1960	56,979	2,430	312	2,565	2,390	21,170	15,665	1,635	1,532	3,894	5,386
Received—In person	1,531,159	24,042	7,078	63,899	52,307	473,732	555,940	62,694	35,542	80,394	175,531
—postal	283,167	37,473	4,365	20,065	28,261	87,540	36,875	11,747	16,087	14,710	26,044
Total	1,871,305	63,945	11,755	86,529	82,958	582,442	608,480	76,076	53,161	98,998	206,961
Allowed—Regular benefit											
No disqualification	973,736	21,891	4,017	42,699	36,112	298,226	345,623	40,702	26,501	53,963	104,002
With disqualification	103,829	2,399	407	3,898	3,132	27,909	38,779	5,257	3,714	6,822	11,512
Allowed—Fishing benefit											
No disqualification	440	92	7	228	45	13	14	3	1	—	37
With disqualification	94	38	—	53	2	—	—	1	—	—	—
Allowed—Seasonal benefit											
No disqualification	418,669	17,520	3,995	19,482	24,807	144,174	117,721	17,304	14,264	19,787	39,615
With disqualification	19,479	1,057	150	711	958	7,795	4,911	820	695	770	1,612
Allowed—Seasonal benefit—Fishing											
No disqualification	29,312	9,799	1,979	6,081	4,033	1,227	691	610	9	44	4,839
With disqualification	855	629	24	43	53	28	13	24	—	1	40
Total Allowed	1,546,414	53,425	10,579	73,195	69,142	479,372	507,372	64,721	45,184	81,387	161,657
Not Allowed—Either regular or SB	271,796	8,740	962	9,992	11,082	84,828	85,303	9,509	6,614	14,085	40,681
Pending 31 March, 1961	55,095	1,780	214	3,342	2,734	18,242	15,425	1,846	1,363	3,526	4,623
Total Allowed, Not Allowed, and Pending	1,871,305	63,945	11,755	86,529	82,958	582,442	608,480	76,076	53,161	98,998	206,961
RENEWAL AND REVISED CLAIMS											
Pending 31 March, 1960	23,105	618	44	740	686	7,810	7,231	573	559	2,106	2,738
Received 1 April, 1960 to 31 March, 1961	1,393,137	28,979	4,433	79,284	47,369	439,752	491,986	46,602	28,293	70,006	156,433
Total	1,416,242	29,597	4,477	80,024	48,055	447,562	499,217	47,175	28,852	72,112	159,171
Allowed											
No disqualification	1,105,333	23,108	3,286	69,062	37,417	332,875	395,806	36,346	22,388	56,645	128,400
With disqualification	211,696	4,829	898	7,439	7,262	75,203	74,241	7,671	4,476	9,623	20,024
Not Entitled	54,358	1,814	142	1,814	2,110	24,576	14,851	1,224	4,819	2,434	5,601
Appeals to Boards of Referees	15,851	106	55	607	351	4,506	5,680	974	543	1,213	1,816
Appeals to Unemployment Insurance Appeals Tribunal	120	—	2	4	3	46	37	8	3	3	14
Pending 31 March, 1961	28,884	767	94	1,098	912	10,356	8,572	952	623	2,194	3,316
Total	1,416,242	29,597	4,477	80,024	48,055	447,562	499,217	47,175	28,852	72,112	159,171
Antedates—Approved	2,898	37	4	172	97	648	1,308	91	71	197	273
—Not Approved	4,181	105	8	552	128	896	1,441	99	86	342	524
Extension of Qualifying Period											
—Approved	30,071	277	56	693	986	10,315	9,912	899	462	1,687	4,784
—Not approved	12,149	38	4	142	170	5,040	4,764	181	136	654	1,020

GROSS AMOUNT OF BENEFIT PAID, REASONS FOR CLAIMS DISALLOWED AND DISQUALIFIED, AND
NUMBER OF INTERSTATE CLAIMS DURING THE YEAR 1960-1961 BY PROVINCES

	Total	New- foundland	Prince Edward Island	Nova Scotia	New Brunswick	Quebec	Ontario	Manitoba	Saskat- chewan	Alberta	British Columbia
	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$
REGULAR BENEFIT PAID											
From 1 April, 1960 to 31 March, 1961.....	406,727,775	11,190,919	1,751,326	17,441,640	15,176,056	124,466,087	139,858,426	16,559,929	11,510,751	22,215,775	46,556,866
SEASONAL BENEFIT PAID											
From 1 April, 1960 to 31 March, 1961.....	107,177,947	8,153,505	1,567,758	6,145,786	7,429,511	35,017,286	26,993,797	4,007,616	3,245,935	3,831,564	10,785,189
Total.....	513,905,722	19,344,424	3,319,084	23,587,426	22,605,567	159,483,373	166,852,223	20,567,545	14,756,686	26,047,339	57,342,055
REASONS FOR REGULAR CLAIMS DISALLOWED											
Not 30 weeks (Sec. 45 (1) (A)).....	(1) 286,687	18,214	3,172	14,318	15,105	81,121	81,579	11,211	8,504	14,507	38,956
Not 8 weeks (Sec. 45 (1) (B)).....	(2) 258,761	8,389	2,115	12,616	13,179	88,466	76,092	9,357	7,962	11,380	26,585
Not 24 weeks (Sec. 45 (2)).....	(3) 194,414	1,389	1,823	9,316	12,601	68,461	50,963	7,699	5,113	8,800	21,249
Not 6 weeks (Fishing Reg's).....	(4) 249	53	—	59	48	4	5	—	3	—	—
Total.....	740,111	37,745	7,110	36,309	40,933	238,052	208,639	28,267	21,582	34,687	86,787
REASONS FOR DISQUALIFICATION											
Not unemployed.....	10,541	351	80	351	347	4,020	2,996	469	669	558	700
Not capable of work.....	11,390	373	56	553	591	2,695	5,325	244	196	268	1,089
Not available for work.....	87,271	1,523	249	2,625	2,531	27,117	33,867	3,970	2,857	4,919	7,613
Loss of work due to labour dispute.....	3,633	192	1	137	3	780	1,379	240	10	292	599
Refusal of work.....	21,696	113	124	993	726	8,474	7,159	1,082	689	1,144	1,192
Neglect of opportunity for work.....	1,360	24	3	123	46	130	785	40	14	66	129
Failure to carry out written direction.....	2,215	6	1	36	157	1,225	682	22	15	42	29
Non-attendance at course of instruction.....	14,471	3	3	15	21	5,271	89	13	17	27	12
Employment lost by own misconduct.....	14,592	238	46	470	368	5,145	437	185	185	602	1,277
Voluntary leaving without just cause.....	83,809	2,176	350	3,013	2,813	26,043	26,976	4,326	2,427	5,960	9,725
Inmate of prison or resident outside of Canada.....	368	11	3	24	27	87	135	5	3	5	68
Failure to lodge insurance book, etc. Fishing (Fishing reg's).....	31,723	2,145	117	952	1,148	8,875	10,145	1,445	874	1,445	4,577
Misrepresentation.....	28,132	819	134	1,943	914	13,238	9,389	483	342	564	1,309
Miscellaneous (Sec. 69 (2) (a) (ii)).....	1,143	10	188	169	451	1,352	2,290	124	52	40	168
Loss of work due to incapacity, etc. Determination and allocation of earn- ings.....	6,133	182	24	612	395	1,352	2,290	124	50	181	923
Total.....	31,311	748	99	1,038	869	11,483	10,917	810	472	1,103	3,772
Total.....	335,953	8,952	1,479	12,144	11,407	110,935	117,974	13,773	8,885	17,216	33,188
INTERSTATE CLAIMS											
Claims filed in Canada by U.S.A. claim- ants.....	3,616	46	15	132	179	1,428	1,002	55	23	125	611
Claims filed in U.S.A. by Canadian claimants.....	4,879	—	—	—	197	863	2,362	496	—	—	961

Benefit periods were subsequently established as Revised Claims for (1) 28,695 claimants,
(2) 16,356 "
(3) 12,606 "
(4) 27 "

APPENDIX VII

INVESTIGATION STATISTICS—FISCAL YEAR 1960-61
(Claimants)

Region and Number of Enforcement Officers	INVESTIGATIONS COMPLETED				PUNITIVE ACTION	
	Suspected False Statements	"Spot Check" and Miscellaneous	Total	Average Investigation per Enforcement Officer	Prosecutions Recommended	Penalties Imposed Under Section 65
Atlantic (11).....	3,756	7,193	10,949	995.4	185	3,294
Quebec (20).....	13,857	7,560	21,417	1,070.9	826	14,255
Ontario (20).....	11,901	11,198	23,099	1,155.0	615	9,554
Prairie (7).....	3,070	3,645	6,715	959.3	194	1,634
Pacific (10).....	3,767	6,312	10,079	1,007.9	206	1,307
Totals.....	36,351	35,908	72,259	1,062.6	2,026	30,044

APPENDIX VIII

LEGAL PROCEEDINGS INSTITUTED UNDER THE UNEMPLOYMENT
INSURANCE ACT AND THE UNEMPLOYMENT INSURANCE REGULATIONS

Nature of Proceedings	Carried Over 1959-60	Com-menced Fiscal Year 1960-61	Prosecu-tions Finalized	Con-victions	With-drawals and Abandon-ments	Acquit-tals	Awaiting Results of Trials
Proceedings against em-ployers for infractions of the Act and Regulations..	66	496	490	466	13	11	72
Proceedings against claim-ants for obtaining bene-fit through false state-ments.....	373	2,026	1,898	1,824	56	18	501
Totals.....	439	2,522	2,388	2,290	69	29	573

APPENDIX IX

UNEMPLOYMENT INSURANCE FUND
BALANCE SHEET AS AT MARCH 31, 1961

ASSETS

Cash

On deposit with Receiver General.....	\$ 4,441,864.48
On deposit with chartered banks for warrant settlement.....	6,030,765.80
Advances to local offices for payment of benefits by cash.....	7,083,245.00
Amount due U.I. Fund <i>re</i> cash shortages.....	20.00

Investment Securities

Government of Canada and Canadian National Railways Bonds at cost.....	*\$243,022,518.34
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Par value—under 2 years

—2 to 5 years

—over 5 years.....\$248,917,500.00

\$248,917,500.00

Add accumulation of discount <i>less</i> amortization of premium.....	2,143,958.26
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Accrued interest as at March 31, 1961.....	1,903,362.25
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247,069,838.85\$264,625,734.13

LIABILITIES

Unredeemed benefit warrants—Unemployment Insurance.....	8,417,012.35
—War Veterans Allowances.....	715.32

8,417,727.67

Loans from Department of Finance.....	67,000,000.00
---------------------------------------	---------------

67,000,000.00

Deposits

From employers under stamp method.....	655.00
From employers under bulk method.....	4,522,498.80
Advances from Dept. Veterans Affairs.....	—

4,523,153.80

Balance at credit of U.I. Fund as at March 31, 1960.....	365,892,232.95
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Deduct excess of expenditure over revenue for year ending March 31, 1961.....	181,207,380.29
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Balance at credit of U.I. Fund as at March 31, 1961.....	184,684,852.66
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\$264,625,734.13

* Of the investment securities shown at book value under Assets, \$82,477,703.26 has been pledged as security on loans from the Department of Finance.

APPENDIX X

UNEMPLOYMENT INSURANCE FUND
STATEMENT OF REVENUE AND EXPENDITURE
FOR THE YEAR ENDED MARCH 31, 1961

REVENUE

Contributions—Employers and Employees	
Stamps.....	\$104,304,996.27
Meters.....	20,598,005.92
Bulk.....	151,099,512.22
	<u>276,002,514.41</u>
Deduct refunds.....	729,553.03
	<u>\$275,272,961.38</u>
Government of Canada.....	55,054,592.27
Penalties.....	62,793.32
Interest on Investment Securities	
Net interest earned after provision for amortization of premium and accumulation of discount including accruals as at March 31, 1961.....	9,979,811.57
	<u>340,370,158.54</u>
Deduct loss on sale of securities.....	7,268,567.88
	<u>333,101,590.66</u>
Excess of Expenditure over Revenue.....	181,207,380.29
	<u><u>\$514,308,970.95</u></u>

EXPENDITURE

Interest on loans.....	403,246.60
Benefit Payments	
Ordinary.....	\$502,033,733.27
Fishermen.....	11,871,742.08
Fraudulent.....	249.00
	<u>513,905,724.35</u>
Seasonal Benefits est. \$107,177,948.44	<u>\$514,308,970.95</u>

APPENDIX XI

NUMBER OF CLAIMS FOR SEASONAL BENEFIT ESTABLISHED
AND AMOUNT OF SEASONAL BENEFIT PAID, GROUPS "A" AND "B", BY YEARLY
SEASONAL BENEFIT PERIODS, 28 FEBRUARY, 1950, TO 21 MAY, 1960

Seasonal benefit is payable in accordance with the provisions of Section 53 of the Unemployment Insurance Act to claimants unable to qualify for regular benefit in respect of unemployment occurring between the week in which 1 December falls and the week in which 15 May falls in the following year. A seasonal benefit claimant falls into one of two groups:

1. He had at least 15 contribution weeks since the Saturday immediately preceding the previous 31 March (Group "A"); or
2. His most recent *regular* benefit period terminated since the preceding 15 May (Group "B").

Prior to 2 October, 1955, the payments were described as supplementary benefit and first became payable on 28 February, 1950. Until 1952, payment was made only in respect of unemployment occurring between 1 January and 31 March. By an amendment made in July, 1952, this period was extended to mid-April, and in November, 1957, it was further lengthened to the period now in effect, i.e. from the beginning of December to mid-May.

Yearly Seasonal Benefit Period	Seasonal Benefit Claims Established				Amount of Seasonal Benefit Paid			
	Group A		Group B		Group A		Group B	
	Number	%	Number	%	Amount	%	Amount	%
1950 (28 Feb.-15 April)*	15,700	14*	53,400	47*	\$ 494,800	11*	\$ 2,207,900	50*
1951 (1 Jan.-31 March)*	35,500	39*	53,000	60*	1,000,500	26*	2,871,600	74*
1952 (1 Jan.-31 March)	34,900	36	61,100	64	1,120,500	25	3,442,900	75
1953 (1 Jan.-15 April)	39,900	27	109,400	73	1,410,000	15	7,780,600	85
1954 (1 Jan.-15 April)	51,500	25	159,200	75	1,917,800	14	12,140,400	86
1955 (1 Jan.-15 April)	55,900	25	194,100	78	5,732,600	20	23,158,100	80
1956 (1 Jan.-21 April)	101,100	40	154,600	60	13,602,800	36	24,477,100	64
1957 (1 Jan.-20 April)	144,000	69	64,800	31	19,820,300	67	9,797,200	33
1958 (1 Dec./57-28 June/58)	220,800	47	249,700	53	50,920,700	47	58,878,700	53
1959 (1 Dec./58-16 May/59)	256,000	58	188,300	42	59,993,800	61	38,389,400	39
1960 (1 Dec./59-21 May/60)	284,700	64	159,100	36	70,477,300	71	28,573,000	29

* In these two years seasonal benefit was also paid to persons not qualified for regular benefit who had been employed in logging and certain other employments which had recently been made insurable. In this period 45,166 persons were paid a total of \$1,794,050. This provision was not operative after 1951.

NOTE: The fluctuations in the relative proportions of seasonal benefit, Group A and Group B, were mainly due to the following. Prior to the 1957 seasonal benefit period (1 Jan.-20 April) the majority of claimants established seasonal benefit claims in Group B as this class was more favourable. Commencing with the 1957 seasonal benefit period, a claimant who failed to qualify for regular benefit was first tested for qualification in Group A (15 contribution weeks) and only if he failed that test was he considered for Group B (regular benefit period terminated after 15 April). He was not entitled to the class of seasonal benefit that was more favourable to him.



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TWENTY-FIRST
ANNUAL **REPORT**

LIBRARY FISCAL YEAR ENDING MARCH 31, 1962

APR 4 1963

TORONTO

THE UNEMPLOYMENT INSURANCE COMMISSION
OTTAWA, CANADA

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CANADA

UNEMPLOYMENT INSURANCE COMMISSION

September 30, 1962

To the Hon. Michael Starr,
Minister of Labour.

Sir,

We have the honour to submit herewith for the information of Parliament the Twenty-First Annual Report of the Unemployment Insurance Commission covering the period from April 1, 1961, to March 31, 1962, except where otherwise indicated.

The report is prepared in compliance with Section 95(1) of the Unemployment Insurance Act.

Respectfully submitted,

CHIEF COMMISSIONER

COMMISSIONER

COMMISSIONER

UNEMPLOYMENT INSURANCE COMMISSION

ANNUAL REPORT OF ACTIVITIES FOR THE FISCAL YEAR ENDING MARCH 31, 1962

INTRODUCTION

Job placement activities of the National Employment Service during the year under review were influenced both by improved economic conditions and by growing employer patronage of NES. The result was a post-war record in the number of jobs filled.

Placements increased by 20.4 per cent over the previous fiscal year to reach a total of 1,164,211. At the same time, employers listed 1,361,600 vacancies with NES, an increase of 20 per cent over the previous year. Increases were common to all parts of the country, ranging from 9.5 per cent in the Maritimes to 33.1 per cent in Ontario.

NES service to those having special employment problems continued to expand. A total of 18,821 physically handicapped persons were placed, as compared to 16,520 in the previous year. Counselling interviews numbered 104,272, and close to 20,000 public relations visits on behalf of the handicapped were made to employers and various community groups and agencies. Other special groups assisted included veterans, older workers, youth and Indians.

The number of women in the labour force continued to increase, although at a slower rate than during the previous year. The monthly average of women employed was 1,745,600 and they comprised 26.7 per cent of the total labour force. There were more married women at work (47.7 per cent of the total) than single women (42 per cent); the remaining 10.3 per cent were widowed, divorced or permanently separated. Approximately 385,500 women obtained employment through NES, an increase of 20.6 per cent over the previous year.

As with placement activity, unemployment insurance statistics reflected an improved economy. The peak number of active claimants at month-end was 718,668 at the end of February, down 18.8 per cent from the peak of the previous year. Benefit payments totalled \$454,739,000 as compared to \$513,906,000 the previous year. Fund revenues increased by a little more than \$3,000,000 over the previous year to reach \$333,347,000. The drain on the Fund was approximately \$121,000,000 as compared to \$181,000,000 in the previous year. At March 31, 1962, the balance stood at \$66,598,000.

During the year, a special committee of inquiry (Gill Committee) was appointed by the Government to examine the Unemployment Insurance Act. Terms of reference involved the committee in a detailed study of the legislation, and, in view of this, the Commission made no recommendations for amendments to the Act during the fiscal year.

EMPLOYMENT

The growing confidence of Canadian employers in the ability of the National Employment Service to meet their manpower needs was demonstrated by their listing a total of 1,361,600 vacancies with NES during the fiscal year ending March 31, 1962. This was an increase of 20 per cent over the previous year. During the same period, placements effected rose by 20.4 per cent to a total of 1,164,211, the greatest number in any year since 1945, when wartime conditions prevailed.

The somewhat higher rate of increase for placements as compared to vacancies notified was due in large measure to the extensive efforts of employment officers throughout Canada and the cumulative effects of new techniques, some of which were introduced during the previous year and some in the year under review. The increased use of telex and teletype for the clearance of vacancies and workers from one local office area to another contributed its share to the total increase.

Placements and increases were, by regions:

	<i>Atlantic</i>	<i>Quebec</i>	<i>Ontario</i>	<i>Prairie</i>	<i>Pacific</i>
1961-62.....	96,137	312,833	399,633	218,591	137,017
1960-61.....	87,764	259,450	300,195	202,708	116,940
Increase 1961-62 over 1960-61.....	8,373	53,383	99,438	15,883	20,077
% Increase 1961-62 over 1960-61.....	9.5	20.6	33.1	7.8	17.2

(Placements include transfers out)*

In the executive and professional field, a pilot study clearly indicated that this segment of the work of the employment service would be greatly improved by concentrating the operation in a limited number of local offices which would meet their own needs and those of adjacent offices. A beginning was made on applying this concept throughout Canada. Details appear in the executive and professional section of this report.

SERVICE TO INDUSTRIES

There was an increase in the number of shopping centres, and, to staff these modern retail outlets adequately, NES operated special recruiting campaigns. In many areas, total staff requirements were met by NES.

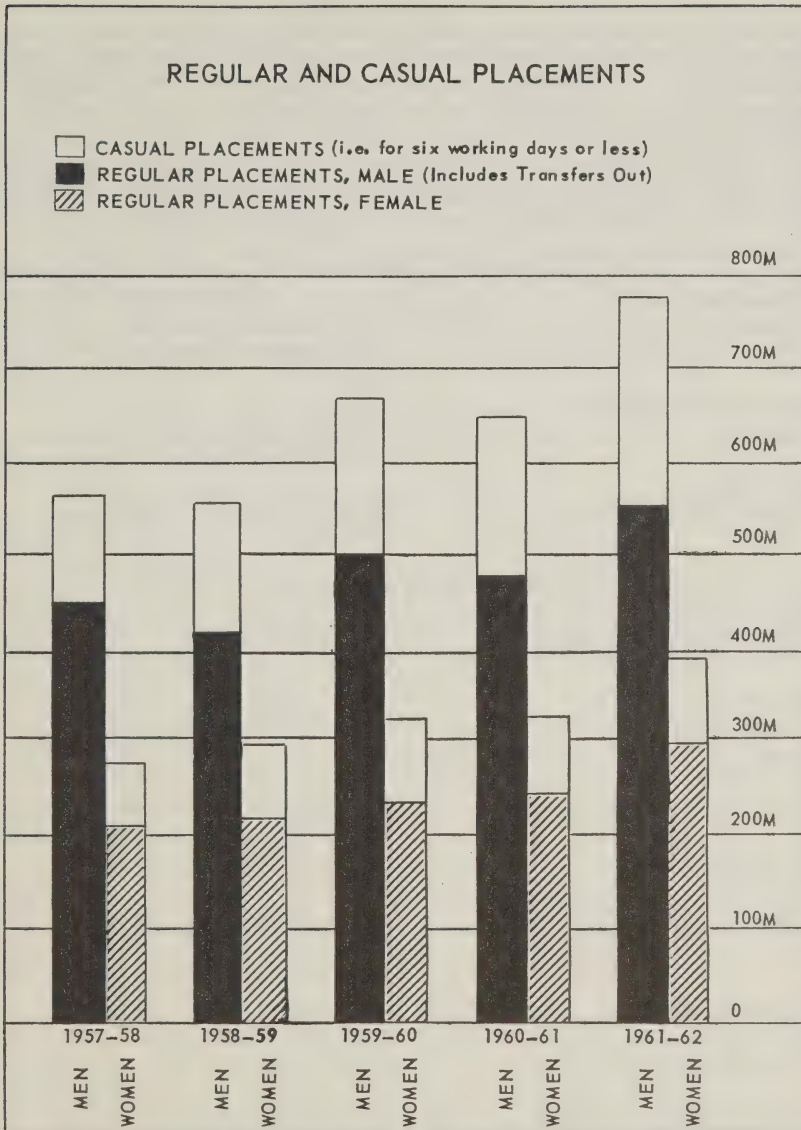
The national employer visiting program initiated last year was further developed during the period under review. The firms already visited under this program employ over 830,500 people. The general purpose of this program is to further the use of NES facilities in the recruitment of labour. In most instances, employers visited have established the policy of listing employment vacancies with NES.

Primary Industries—Employment in the primary industries declined slightly during the fiscal year due to production cut-backs in mining and forestry.

In spite of set-backs in coal, iron-ore, gold and uranium mining and a work stoppage at one of the copper mines, some expansion took place in many areas where development of new metals claimed attention. NES assisted the mining industry to the extent of 10,866 placements, as compared to 10,504 during the previous year.

In forestry, manpower requirements were again reduced. Increased use of mechanization and improved methods of operation, coupled with closures of logging camps due to forest fires, contributed to the reduction. In some of the prov-

* A placement made by one local office in the area of another.



inces, however, many of the operators found it to their advantage to have more of their recruitment carried out by NES and a total of 33,838 placements were made as compared to 33,937 the previous year.

Notwithstanding the fact that the fishing industry is predominantly one of self-employed workers, NES recruited an increased number of fishermen and fish processors in comparison with the previous year.

Although employment in agriculture was down slightly in comparison to the previous year, local NES offices, apart from some in the Prairie region where drought conditions prevailed, were successful in accelerating farm placement

activities. By increasing the contacts with the farming communities, NES was able to enlarge its scope of operations in this industry. In addition to supplying farmers with year-round workers through regular local office service, NES enlarged its recruitment activities in several areas by opening temporary employment offices to serve the day haul and harvest labour needs of the growers.

As a result of improved facilities, 112,997 placements were made in agriculture during the fiscal year, the highest agricultural placement record in the history of NES and an increase of over 22 per cent from the previous year.

NATIONAL MOVEMENTS

Sugar beet thinning—

Alberta.....	From Northern Alberta and Saskatchewan to Lethbridge, Alberta.....	1,400
--------------	--------------------------------------------------------------------	-------

Hay and grain harvesting—

Ontario.....	From New Brunswick, Nova Scotia and Newfoundland.....	274
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Potato picking—

Prince Edward Island.....	From Nova Scotia and New Brunswick.....	781
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INTERNATIONAL MOVEMENTS

Tobacco harvesting—

Ontario and Quebec Regions.....	From the U.S.A.....	3,133
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Potato planting—

Maine, U.S.A.....	From New Brunswick.....	289
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Potato picking—

Maine, U.S.A.....	From New Brunswick.....	3,257
	From Quebec.....	4,239

Apple picking—

Quebec.....	From Vermont, U.S.A.....	88
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Maine, U.S.A.....	From New Brunswick and Nova Scotia.....	96
	From Quebec.....	90

Vermont, U.S.A.....	From Quebec.....	15
---------------------	------------------	----

	From New Brunswick.....	15
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New York, U.S.A.....	From Quebec.....	113
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New Hampshire, U.S.A.....	From New Brunswick.....	36
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Manufacturing—Total employment in manufacturing industries rose steadily from about mid-summer of 1961. This manufacturing strength was reflected in a larger number of job opportunities being listed with National Employment Offices, with a resultant increase in placements from 187,545 last year to 247,594 this year. This was an increase of 32 per cent.

Accelerated efforts, begun last year, to increase utilization by employers of the recruitment and selection facilities of local NES offices were continued by local offices as well as by officers of regional and head office. As a result, job vacancies notified by manufacturing employers rose from 218,775 in the preceding fiscal year, to 287,907 this year, an increase of 31.6 per cent.

Construction—Increased activity in residential, commercial and industrial construction resulted in 138,842 placements by NES, an increase of 16,202 over the previous fiscal year.

The increase in volume of construction created demands for some skills that presented recruitment difficulties. Most of these problems arose during peak construction periods when demands in some trades exceeded the current supply. Clearance facilities were utilized to meet these situations by the recruitment of workers in areas of surplus for transfer to areas of short supply.

A considerable expansion in the number of contracts awarded under the Municipal Winter Works Incentive Program created increased demands for workers during the winter months in municipalities in all provinces. Close liaison with provincial and municipal authorities and contractors resulted in 63,827 workers obtaining employment through National Employment Offices on approved projects.

Transportation—During the period under review, NES supplied 76,867 workers to employers in the transportation industry; this was an increase of 35 per cent over the previous year.

Although railways curtailed passenger service on a number of runs and discontinued all rail services on other lines, there was considerable demand for extra-gang labour.

Air lines expanded facilities for handling both freight and passengers; new terminals were constructed and new equipment was acquired. Highway freight and passenger traffic also increased as lines were extended and facilities expanded.

There was little change in demand for labour for water transportation, and needs were met by NES without difficulty.

Public Utilities—An increasing number of cities and towns planned expansions in power development and municipal services to induce industrial development and house building programs and to replace and improve existing facilities.

NES supplied 4,480 workers to public utility employers, an increase of 40 per cent over the previous fiscal year.

Communications—The year was one of general expansion in communication services. A number of new television stations were opened, and telephone, telegraph and telex coverage and service was expanded, thus creating demands for construction labour and skilled workers. In most cases, demands were met through NES clearance facilities.

Trade—New merchandising centres were opened in many of the larger cities and towns. Demands for personnel to staff these centres increased considerably. Total placements in trade amounted to 152,295, an increase of 25 per cent over the previous year.

Services—Bank, insurance and real estate companies, and financial houses expanded facilities to meet increasing demands for their services. This general expansion provided employment for 15,772 applicants referred by NES during the period under review.

The development of electronic data processing and its application to office work created new occupations and changed the duties of many clerical positions. Although some positions were filled by company training programs, NES was called upon for applicants for training as well as for experienced and skilled workers.

There was a fairly steady demand for commission salesmen and office workers in the real estate field. NES met these requirements from applicants registered in these occupations.

Employment opportunities increased again this year as the result of continued expansion in the service industries; 370,144 placements were made by NES, an increase of 14 per cent over the previous year.

NES recruited 33,857 workers for employment in post offices during the heavy mail periods of the Christmas season. The volume of placements compared favourably with last year. The Departments of National Defence and Veterans Affairs hired all prevailing rate employees through NES facilities. Demands from other government departments were slightly higher than last year and were met, in most instances, without difficulty.

Operating contractors on northern defence projects were supplied with workers for employment in various occupations on the Mid-Canada and Pine Tree Lines, while the contractor for the DEW Line did all recruitment through NES offices.

NES maintained close liaison with government departments to supply labour for remote defence areas and to improve service to applicants living adjacent to more centrally located projects.

EXECUTIVE AND PROFESSIONAL

A specialized employment service is provided for both employers and employees in filling vacancies in the executive, professional and managerial fields. The referral of applicants to executive and professional vacancies resulted in 8,181 placements during the year, including the placement of 2,138 university students who graduated in 1961. These placements were made in a wide variety of occupations of which the more prominent were engineers, draftsmen, salesmen, managers and administrators, accountants, teachers, nurses, technicians and junior executives.

Approximately 88 per cent of all executive and professional placements were made in the 19 local offices staffed by full-time executive and professional employment officers. This compares to 89 per cent of the placements made by the same group of offices during the preceding year. The concentration of placements within a few offices will continue during the coming years as the policy of providing an executive and professional placement service at central points only is put into effect.

Thirty-six central points have been selected from which an E&P service will be provided, taking into consideration population centres and the availability of communication and transportation facilities. Each central office will have associated with it a number of other local offices and will be responsible for providing the executive and professional placement service to the entire area covered by the central and associated local offices.

During 1961, an experimental central office was established at London, Ontario. Associated with London were the local offices at St. Thomas, Tillsonburg, Sarnia and Woodstock. The results of this pilot study proved the validity of the central office concept. It was then decided to install this program in two stages. The first stage will be inaugurated during the coming year and will cover the central part of the country from Winnipeg to Montreal.

The placement service provided to the students of institutions of higher learning continued to grow during the year with the inauguration of two new offices, one at Memorial University, St. John's Nfld., and the other at Victoria College, Victoria, B.C. There are now 15 full-time student placement offices located on the campi of universities, colleges and technological institutes. These full-time offices serve over half of the total Canadian university enrolment.

The 1961 edition of the booklet, "Supply and Demand—University Graduates", was published in the late fall and was given wide distribution throughout the country. This booklet was again in great demand and it was necessary to ration its distribution.

Information relating to starting salaries for university students was compiled in co-operation with the Pay Research Bureau of the Civil Service Commission. This information was made available to NES officers, employers, and others interested in the placement of university students in employment.

Two conferences of executive and professional employment personnel were held during the year. The first of these was a one-day meeting of NES student placement officers who were attending the University Counselling and Placement Association Conference in Montreal during June, 1961. The second was a three-day meeting of executive and professional employment specialists from the five regional offices in Ottawa during September, 1961.

Throughout the year, close liaison was maintained with professional organizations, national employers of executive and professional personnel, institutions of higher learning, and other bodies interested in executive and professional activities and research.

SPECIAL SERVICES

Special services sections in local offices are auxiliary services to the employment operation. Those persons who encounter difficulty in securing or retaining employment because of age, handicap, or obsolescence of their skills may receive employment counselling from the special services staff. Identification of areas of difficulty and relation of experience to performance requirements in other job fields often lead to referral to training courses and, later, to placement. Frequently, after rehabilitation and training, the applicant no longer needs the services of the special unit and he obtains placement through the general employment sections. However, those who require it receive selective placement service, including personal representation to prospective employers.

Such a program requires close liaison with public and private agencies, as well as close contact with the employment market and training resources of the community.

The qualifications of officers providing these specialized services is a matter of continuing concern to the Commission. In addition to the regular training program for all employment staff, special services officers receive instruction in all phases of their operations. Seven area schools were conducted which included refresher training on the testing program. Thirty-nine newly appointed special services officers were given intensive training. The number of offices with staff who devote full time to special services increased from 52 to 77.

A brief summary of special services operations is given below. Figures refer to the 1961-62 fiscal year.

Testing Service—In 14 larger local offices, ability, aptitude, achievement tests and interest inventories were used as in-service counselling tools to assist the counsellor and applicant to identify a suitable occupational classification and vocational plan. More than 31,016 tests were administered to 17,158 persons. Plans are underway to extend this service to Vancouver and New Westminster local offices in April, 1962.

Placement of Handicapped Persons—In 1961-62, a total of 18,821 handicapped persons, who required a degree of personal representation to prospective employers were placed. There were 104,272 counselling interviews with handicapped persons.

In some centres, NES co-operated with efforts of the community to provide publicity for "Employ the Handicapped" campaigns. Public relations visits, numbering 19,596, were made by special services officers to employers, service clubs, and community groups and associations.

New Entrants to Employment—NES continued to work closely with schools and youth organizations, stressing the value of education. Increasingly, local offices assisted communities in providing career nights during which young persons and their parents received information and advice about many occupations from public-spirited men and women locally prominent in their various fields of endeavour. The Commission booklet, "Are You Thinking of Leaving School?" was increasingly in demand and 166,000 copies of a revised, up-dated version were distributed in both English and French. Over 178,500 counselling interviews were conducted with youthful applicants, many of whom decided to continue at school.

Direction to Vocational Training—Canada joined with the Commonwealth in observing Commonwealth Technical Training Week from May 29 to June 4, 1961, at the invitation of the Duke of Edinburgh. The NES co-operated with provincial, municipal and local groups in promoting publicity relative to the needs for and values of technical education. During 1961-62, NES assisted in selection and referred or directed 25,244 trainees to vocational training courses; of these, 1,456 were persons over 45 years of age. Some 1,512 courses appear on the current list of courses approved for direction or referral of applicants.

Older Workers—The Commission continued its services to older workers. Some 10,000 French and English copies of the booklet, "How Old Is Old?" were distributed. It is rewarding to be able to report that employer restrictions concerning age have relaxed to a significant extent and that, where competency accompanies age, the applicant does not presently face such rigid barriers as existed earlier.

Co-operation With Outside Agencies—Special services maintained good working relations at federal, provincial and local levels with other government departments and also, at the same three levels, with agencies concerned with the problems of the handicapped, older workers, people with personal problems, and young persons. Plans are underway to appoint employment liaison officers in New Brunswick and Nova Scotia, effective April 1, 1962, to provide liaison between provincial rehabilitation services and NES.

Officers from the special services section at head office participated in two training programs provided by the Departments of Justice (Penitentiaries Commission) and Northern Affairs for their own staffs. One interprovincial workshop on rehabilitation was attended.

In addition, NES participated in deliberations for a proposed Dominion-Provincial Agreement on Vocational Rehabilitation Services.

Urban Integration of Selected Indians—As usual, excellent liaison existed with the Indian Affairs Branch of the Department of Citizenship and Immigration regarding the urban integration of selected young Indians. In 1961, this service was expanded to seven additional offices in the Maritimes and British Columbia so that 34 NES offices now provide specialized services to this group of young persons.

Veterans' Placement—NES service to veterans continued at high volume during the fiscal year. While the number of veterans of World War I shows a rapid decline, the number of World War II veterans seeking advice and assistance from NES continues to increase somewhat. A sharp rise in the War Veterans Allowance applications is evident within this group and will probably continue for some time.

Because of age and reduced physical capacities, many veterans were handled by special services officers, and, through counselling and selective placement methods, were placed in employment. The proportion of unplaced veteran applicants to total male unplaced applicants remained at approximately 10 per cent.

Placement of veterans totalled 67,550, clearly demonstrating the continued observance by employment officers of veterans' preference in referral to employment and the sustained employer acceptance of this vital group of the labour force.

Close co-operation between NES and the Department of Veterans Affairs continued. In many areas, liaison between the veteran and DVA was supplied by the local office of NES. Many aspects of veterans' welfare were provided through such liaison. DVA representatives were in attendance at six area training schools conducted by the Unemployment Insurance Commission for the training of employment officers. These representatives provided training in many areas of veterans' welfare with which the departments were mutually concerned.

Joint efforts of NES, DVA and the Royal Canadian Legion to encourage the interest of the community in matters which concern veterans' welfare continued. Many problems peculiar to veterans were resolved jointly by recommendations of these participating bodies.

The new service, inaugurated in 1961, to assist long-term ex-servicemen of all branches of the armed services on their re-entry into the labour force resulted in 2,681 employment interviews being held during the fiscal year. Many satisfactory employment placements of ex-servicemen were reported.

Discussions were held between NES and representatives of the armed services to develop methods and procedures to assist in the rehabilitation of ex-servicemen returning to civilian life.

ANALYSIS AND DEVELOPMENT

The division continued its regular functions relating to the collection, analysis and dissemination of labour market information, occupational research, operational analysis, the development of employment service techniques and procedures, and the conduct of semi-annual surveys of employers' hirings and separations.

An increased interest in the information provided by the division was noted during the year. Numerous inquiries were received from other government departments, provincial governments, universities, trade unions, study groups and other members of the public regarding the employment situation, industrial patterns, and other labour market matters.

Labour Market Information—Analyses of labour market information, compiled within the employment service and from other sources, were carried out throughout the year, and various regular and special reports were prepared on such matters as labour supply and demand, local labour shortages, industrial disputes, and other aspects of employment and industrial situations.

There was an increasing demand for specific information on various aspects of the labour market from officers of the Commission, federal government departments and agencies, provincial government departments, and other public bodies. These necessitated special surveys, analyses and reports.

Occupational Research—A number of additional occupational descriptions were added to the Canadian Supplement of the Dictionary of Occupational Titles and considerable occupational information was supplied Commission offices and

other public bodies. In co-operation with the Royal Canadian Navy, a handbook on naval trades and related civilian trades was completed, and preliminary arrangements made to issue similar handbooks for RCAF and Army trades.

Revision continued of the Commission's descriptions of local office areas, bringing up to date such information as industrial and occupational patterns, population, and labour force.

Operational Analysis—Field office operational reports were studied and various consolidated reports and analyses prepared to evaluate the effectiveness of local office operations and to provide information to such interested parties as the National Employment Committee. These studies included the placement performance of local offices in relation to the hirings of employers in the local office areas. A separate analysis was made concerning visits by local office officials to employers outside the urban areas in which local offices are located. This was in connection with a program to increase NES operations in such outside areas. Monthly analyses of employment operations were prepared for publication in the Labour Gazette.

Employment Procedures—The employment procedures section carried out considerable research and development work in connection with general employment service techniques, procedures and forms. This included the installation of a number of experimental projects in certain offices. New developments and instructions prepared by other divisions were integrated into the general framework of employment instructions.

Semi-Annual Report of Hirings and Separations—Semi-annual surveys were conducted, covering monthly hirings, separations and number of workers on payroll of the 65,000 largest business establishments in Canada.

Local offices were supplied with data relating to the employers in their respective areas. This information provides local offices with a means of assessing placements in relation to hirings—for individual firms and for industries, as well as for the area as a whole—and to measure improvement or otherwise of such placement service over a period of time. The data, which also provide information to local offices on seasonal aspects of employment levels and hirings and separations, enable local offices to plan their operations to meet fluctuations in demands for labour and increased registrations for employment.

The data obtained from the surveys were also furnished to the Dominion Bureau of Statistics for tabulation and compilation of a series of tables relating to numbers on payroll, hirings, separations and turnover rates. This statistical information was distributed to all Commission offices for various operational and administrative uses. As an aid to larger employers, those with 500 employees or more were supplied with a schedule of separation rates, by industry and by region. This enables them to compare their separation rates with those of their industry as a whole.

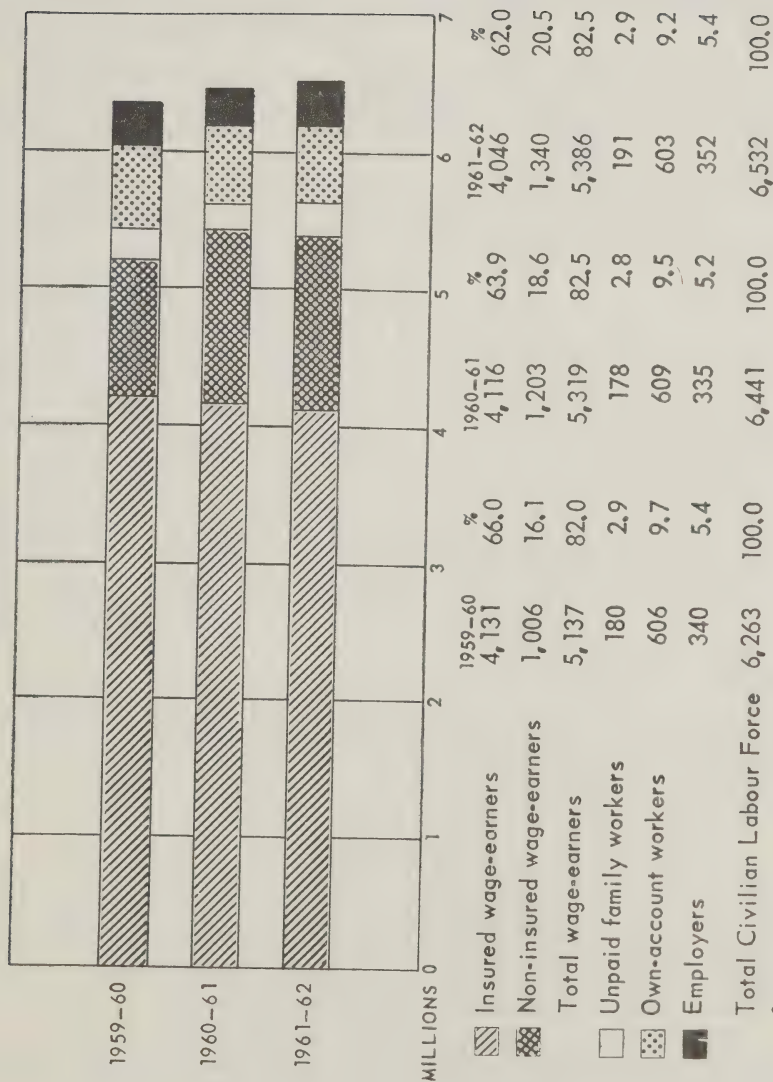
THE EMPLOYMENT OF WOMEN

Women's participation in the Canadian labour force in the fiscal year 1961-62 averaged 1,745,600 monthly, which was 68,600 more than in the previous year. This growth, while pronounced, was considerably less than in 1960-61 when the monthly average number of women in the labour force was 106,000 greater than in 1959-60. Of the total labour force, 26.7 per cent were women which was seven-tenths of one per cent more than a year earlier.

The expansion in the women's labour force was mainly attributable to married women. In March, 1962, 47.7 per cent of the total number of women in the labour

CANADIAN CIVILIAN LABOUR FORCE

Annual average fiscal years ending
31 March 1960, 1961 and 1962



Source: Dominion Bureau of Statistics.

force were married 42.0 per cent were single and 10.3 per cent were widowed, divorced or permanently separated, whereas in March, 1961, the comparable percentages were 46.1 per cent, 43.2 per cent and 10.7 per cent respectively.

More women in the labour force resulted in more women seeking employment through National Employment Offices. Some 1,120,500 applications for employment were filed by women workers, 19,500 more than in the immediately preceding year and 26.1 per cent of the total number of applications registered by job seekers.

In comparison to the previous fiscal year, a considerable increase, 117,300, occurred in the number of vacancies which were listed for women and the total, 525,600, was 37.5 per cent of all vacancies which employers listed with National Employment Offices.

This increase in vacancies was reflected in a 20.6 per cent increase in women's placements. Approximately 385,500 women obtained employment through NES and that figure represented 33.1 per cent of all persons placed.

Of those placed, 77.3 per cent were in jobs of a continuing nature and 22.7 per cent were in casual jobs (six days' or less duration). Of the total placements of women, 13,500 or 3.5 per cent were through clearance, i.e. vacancies that could not be filled in one area were circulated to other areas where applicants were found. This was an increase of 51.7 per cent over placements through clearance in 1960-61.

Throughout the fiscal year the demand was heavy and steady for women to fill positions as nurses, dietitians, occupational and physical therapists, medical and X-ray technicians, librarians, social workers and teachers. Many of these vacancies were unfilled because of the lack of qualified personnel.

To help meet their need for professional staff, 157 hospitals requested that their orders for nurses be forwarded to the United Kingdom office of the National Employment Service. As a result, 609 nurses entered Canada and went directly to pre-arranged employment with the hospitals concerned. In addition, 11 Greek nurses emigrated to Canada and entered employment as nursing assistants until such time as they could meet the requirements for registration in the provinces in which they took up residence.

Fully competent stenographers, typists and specialized business machine operators were in short supply in the larger centres. Generally, applicants were available to fill junior positions, but those qualified to fill the more senior positions were frequently difficult to find. On the other hand, applicants to fill openings for office clerks (without typing) were surplus to requirements in almost all areas.

Undoubtedly the trend to self-service in retail stores has eased the demand for sales clerks, but increased the openings for cashiers and parcellers. Proportionately fewer women are being trained on the job to sell, however, and it was difficult to find experienced salesladies for items such as drugs, yard goods, children's wear, women's accessories and ready-to-wear. Inexperienced women were available for employment in retail trade in very considerable numbers and the needs of firms willing to train salesladies could be met quite readily.

Women availed themselves of opportunities in commission sales work—in insurance, real estate and securities, in particular. These are proving to be lucrative fields of employment for women with a flair for selling and willingness to work irregular hours.

Continuing expansion in Canada's service industries has been responsible for a steady increase in jobs for women during the post-war period and especially in the past five years. That trend, while still marked in 1961-62, was somewhat less pronounced than in the previous year. In government service, much of the demand

was for clerical workers, usually for those with some special skill such as typing or machine operating. In community service, the hospitals and other health services were the principal employing bodies. Hotels and restaurants provided many openings for housekeeping staff and for workers to prepare and serve food. Laundries and dry cleaning establishments employed workers in a variety of occupations. Many of the jobs in the service industries permit women to work part-time and thus combine their responsibilities as homemakers and wage-earners more conveniently than would be the case otherwise.

In personal service, orders for houseworkers were greatly in excess of the supply, especially in the case of those requiring women to "live in". Some of the demand was met by immigrants. In 1961-62, 260 women entered Canada from Greece, having agreed to engage in household service in private homes for one year following their arrival. Under the same type of arrangement, 251 were admitted from the West Indies and 30 from British Guiana. In addition, 24 entered from European countries other than Greece. The United Kingdom representative of the National Employment Service placed six women in Canadian households on orders cleared to that office.

Production in manufacturing improved noticeably in the last quarter of 1961 and in the first quarter of 1962, with consequent gains in employment for women, although men profited most in this regard. Industries making automotive parts and equipment, electrical apparatus, rubber products and textiles all recorded increases in female hirings. With the exception of seasonal shortages, the supply of women generally exceeded the demand. For a few months during the spring and fall, experienced power sewing machine operators were in short supply for the garment industries. Also, at the height of the canning season in August and September, the number of women available to assist with the processing of fruits and vegetables in the orchard and garden crop areas was insufficient. School boys and girls and workers on lay-off from other types of industry were recruited to meet this temporary, urgent demand.

Women staff members of the National Employment Service at local, regional and national levels participated in discussions on matters concerning the employment of women, spoke to audiences interested in this question, and made numerous contacts with employer, employee and other groups for the purpose of promoting the use of the National Employment Service by both employers and workers.

MISCELLANEOUS SERVICES

Winter Employment Campaign—The "Do It Now" campaign to stimulate winter employment in Canada received its greatest encouragement through the local offices of the National Employment Service. The efforts of the local offices were supported and guided by officers of head office and regional offices. Impetus was also provided at the national level through an interdepartmental Working Committee on Winter Employment on which the NES was represented.

The early stages of planning with the Information Branch of the Department of Labour in Ottawa were concerned with the design and procurement of display material, and with completion of arrangements for other facets of the national publicity program. The display material was made available to local offices for distribution early in the fall so that it might be used in planning local programs. As these programs were developed by local campaign committees, this early advice enabled them at fall meetings to develop ways and means to utilize the publicity and display material to the best advantage in their areas.

The national paid publicity program included display material, newspaper advertising, publicity in trade magazines, and the use of TV and radio. The following is an indication of the extensive distribution of the display material across Canada: 140,000 posters; 135,000 streamers; over 1,000,000 pamphlets; 1,340,000 envelope stuffers; 3,500,000 stickers; and over 500,000 place mats. This was an increase of 10 per cent over the previous year.

In addition to these items distributed by local offices and their winter employment committees, the national publicity campaign was carried out by means of newspaper advertising in all daily and weekly newspapers across Canada. The newspaper advertisements appeared in two major series to coincide with the first and last phases of the campaign, principally during November, 1961, and January and February, 1962. Paid advertising was augmented by the efforts of 200 local winter employment committees which developed unique methods of publicizing the campaign and encouraging participation by all elements in the community.

Publicity was also provided through government-paid spots and announcements on 231 radio stations and 76 TV stations across Canada. Sponsored and public service time increased in every area.

Many prominent citizens and government officials spoke on radio and TV in support of the campaign, while newspaper editorials brought to the public attention the need for communities to provide more work during the winter months.

During the year, several films previously used were shown by local offices, while a new film produced by the National Film Board for the National Research Council was given a favourable reception. Entitled "House Building in Winter", this latter film was a new treatment of the subject, reflecting the views and experience of house builders themselves.

Special projects were also developed by industry. A paper cup manufacturing firm produced and distributed over 3,000,000 cups suitably designed to support the campaign. A shirt-band manufacturer designed, produced and distributed to launderers across Canada a similar message. Public utilities in several provinces carried "Do It Now" posters on all their vehicles, and distributed hundreds of thousands of publicity stuffers with their regular bills. Metered mail from a large number of firms and one federal government department carried the message to businesses and householders. The post office co-operated in the distribution of over 3,000,000 copies of a pamphlet to all households served by mail carriers. A national advertising firm made available, free of charge, space on billboards for the "Do It Now" slogan. Many of these boards were available for this use throughout the winter months, while others carried the display for a limited time only. Some firms and organizations contributed their own space on billboards.

In the field of radio publicity, good use was again made of a script on the promotion of work in winter by means of home improvement loans provided through the chartered banks. Taking part in the panel discussions were bank managers, Central Mortgage and Housing Corporation representatives and local office managers of the National Employment Service. This program was carried by a large number of radio stations across Canada as a public service.

Details of the campaigns in the various areas of Canada are recorded in the respective regional reports.

Immigration—NES continued to co-operate with the Department of Citizenship and Immigration in assisting new arrivals in Canada to establish themselves in gainful employment. At ports of arrival, NES personnel handled the reception and the despatch to jobs in Canada of certain categories of applicants. These were special groups of immigrants, the largest number of which were household service

workers entering Canada under agreements with other countries. All new entrants to Canada were advised of the facilities available through NES to all residents of Canada. In many local offices, interpreter service was provided to facilitate initial interview and registration for employment.

NES also played an important role with the Department of Citizenship and Immigration in the handling of requests by employers to import workers with skills in short supply in Canada. Immigration officers were supplied with an appraisal of the supply and demand situation in regard to the specific occupations involved. While approval for entry to Canada by Citizenship and Immigration is influenced by this appraisal, the final decision rests with the immigration authorities.

Clearance—This is the process by which employers' orders and workers' applications are circulated among NES offices across Canada, and by which the transfer of persons from one area to employment in another area is arranged and controlled. This is also an instrument by which the full utilization of available manpower is made possible. The NES clearance system also covers recruitment in the United Kingdom of skills in short supply in Canada. During the fiscal year, 58,922 workers were transferred within the borders of Canada; in addition, 1,226 persons were placed in employment in Canada on orders which had been placed in clearance with the NES office in the United Kingdom.

Examples of clearance operations during the past year include mining operations in northern Canada, where employers obtained their full complement of workers from various parts of Canada, and the recruiting for a deep sea fishing company on the west coast of ten qualified fishermen from Newfoundland. Workers were also obtained for employers concerned with the maintenance of the DEW Line in the far North; defence projects in Churchill, Manitoba; construction of dams on the Saskatchewan River, and at Carillon, Ontario; and mining developments at Wabush Lake, Labrador, Thompson, Manitoba, Lynn Lake, Manitoba, and placer operations in the Yukon Territory. In many other areas in Canada where skills were not available locally, qualified workers were obtained through clearance to meet specific needs. Many of these were in executive, professional or managerial categories. This system also played a major role in finding permanent and vacation job opportunities for university students.

UK Office—London, England—NES continued to operate a full employment service in London, England, for the benefit of Canadian employers recruiting abroad, and to assist prospective immigrants by exploring the labour market in Canada in advance of their departure. This office also supplies to Canadian immigration officers in the United Kingdom up-to-date employment market information and specific job opportunity data to meet the individual needs of those inquiring through the immigration office. Service is provided to applicants who can meet the requirements in certain professional and skilled fields where job opportunities of this nature are made known to the UK office through the NES clearance system. During the year, 1,089 placements were made involving such occupations as engineers, technicians, nurses, social workers and librarians; 137 skilled tradesmen were found employment before reaching Canada.

The London office staff was augmented by an additional employment officer during the year to meet the increased use of these facilities by employers recruiting in the UK and prospective immigrants seeking referrals to existing job opportunities in Canada.

Transportation of Canadian Workers—A total of \$38,918.31 in recoverable transportation expenses was advanced to Canadian employers on behalf of 558 workers referred to them through NES. In addition, 79 workers, 179 dependents

and the household effects of 110 families were moved at public expense from six labour surplus areas at a total cost of \$34,764.12. Areas so designated during the year were St. John's, Nfld., Sydney, N.S., Springhill, N.S., Elliot Lake, Ont., Cornwall, Ont., and Atikokan, Ont. The movement of agricultural workers covered elsewhere in this report was supported by the federal government to the extent of \$10,543.48.

Advertising of Employment Opportunities—Advertisement of employment opportunities selected from orders in clearance appeared in daily newspapers in the larger centres across the country each Monday from September, 1961, to the end of February, 1962. As a direct result of these advertisements, 822 inquiries were received from interested workers and 33 placements were recorded.

Although the primary objective of this advertising was to fill orders which were in clearance, there was an equally important objective. This was to acquaint well qualified job seekers with the facilities available to them through NES and to encourage those not at present using the services to do so.

EMPLOYMENT COMMITTEES

In dealing with employment matters, the Unemployment Insurance Commission continued to have the benefit of the advice and assistance of the National Employment Committee, five regional employment committees, and 73 local employment committees. These employment committees were established by the Unemployment Insurance Act to advise and assist the Commission in carrying out the functions of the employment service. Membership of employment committees is composed of equal representation of labour and employer organizations, supplemented by members of organizations representing women, agriculture, veterans and welfare. Committees are presided over by an independent chairman.

National Employment Committee—The National Employment Committee held four meetings during the fiscal year. These meetings were held jointly with regional employment committees at Montreal in June, Moncton in September, Toronto in November, and at Vancouver in March. In addition to dealing with resolutions submitted by regional and local committees, the National Employment Committee deliberated upon a wide variety of employment matters, including the promotion of winter employment, hiring by government departments, employment films, the release of employment statistics, and a number of subjects related to the functions of the National Employment Service.

Perhaps the most significant of the Committee recommendations submitted to the Commission was one that dealt with the employment service to youth. Following consideration of this phase of NES operations by a sub-committee, a submission was presented to the Unemployment Insurance Commission which included 20 recommendations designed to improve and extend the facilities of the National Employment Service available to the youth of Canada.

At the September meeting, the Commission asked the National Employment Committee to study and report on a number of items related to employment and to the operations of NES offices. One item concerned the current operation of separate women's divisions in local offices. The Committee recommended that no change should be made in this present procedure. A sub-committee was formed at the March meeting to study and report on a subject relating to the effect of economic changes on employment.

Regional and Local Employment Committees—In addition to providing advice and assistance to the regional director on the operation of the employment service in the region, the regional committees deal with resolutions received from local

employment committees. Resolutions that relate to matters of regional or provincial interest are submitted to the regional director, and others that pertain to subjects of national importance are referred to the National Employment Committee for consideration.

Through their contacts with the public, and with the managers of local NES offices, local committees have developed and maintained an awareness of the employment problems in their respective communities, and, as a result of such liaison, employers in the region are encouraged to use NES facilities. Matters having an impact on local employment, and also those of national interest, are discussed by these local voluntary groups. Local employment committees in all regions are usually active in promoting winter employment and assisting local NES offices in conducting winter employment campaigns.

UNEMPLOYMENT INSURANCE

GENERAL

During the past year, unemployment insurance again assisted large numbers of insured persons through the difficult period of unemployment. The peak number of active claimants at month-end reached 718,668 on February 28, 1962, which represented a decrease of 18.8 per cent in comparison to the peak of the previous year.

Despite the fact that the amount of benefit paid during the year decreased by 11.5 per cent from the year before, the drain on the Fund was still heavy since benefit exceeded revenue by approximately \$121 million. Although this loss compared favourably with the 1960-61 reduction of approximately \$181 million, it nevertheless meant that the balance in the Fund at March 31, 1962, stood at \$66,598,051.79. Regular benefit payments for the year were 13.3 per cent less, whereas seasonal benefit was down by 4.4 per cent. The payments under seasonal benefit amounted to 22.6 per cent of the total, whereas, during the previous year, they accounted for 20.8 per cent.

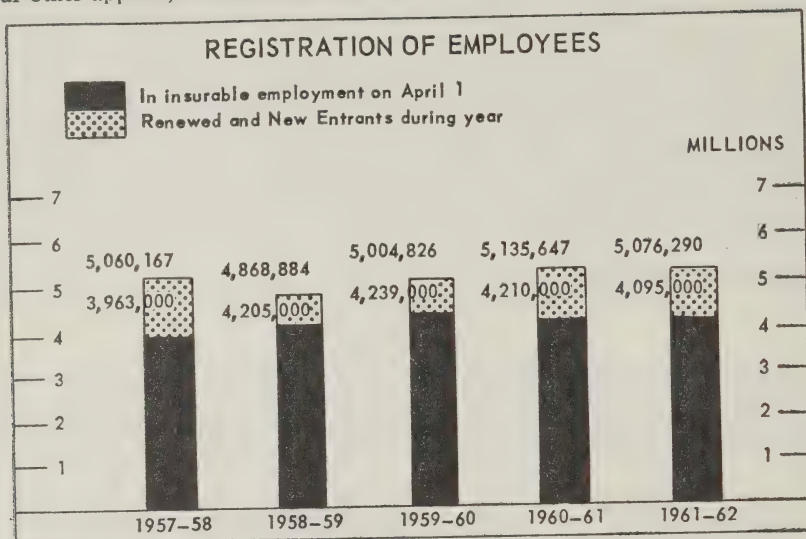
COVERAGE

A large number of requests for rulings on insurability (32,597) were dealt with by local offices. During the year 1957-58, there were 10,321 such rulings issued by field offices, which means that the 1961-62 figure represents an increase of 216 per cent over the five-year period. A substantial number of rulings (4,883) was also issued by head office coverage division in response to requests from the field offices for guidance on inquiries received from the public. In addition, approximately 2,700 letters were written in reply to inquiries received directly from the public.

In view of the great increase in the volume of inquiries on coverage in the last two or three years, it was decided, effective February 1, 1962, to delegate to the regional auditors in the Ontario, Prairie and Pacific regions the duty of dealing with such inquiries on coverage emanating from their own regions. Those emanating from the Quebec and Atlantic regions continued to be dealt with by head office.

An employer or employee who is dissatisfied with a ruling given by an officer of the Commission may apply for a formal decision by the Commission and may further appeal from such decision to the Umpire, whose decision is final. Most of the rulings that were disputed involved a question of whether the employment was under a contract of service or whether it was casual employment otherwise than for the purpose of the employer's business. During the year, 255 cases in all were sub-

mitted to the Commission for its decision as compared to 182 in the previous year. The Umpire disposed of 16 appeals of which he allowed five and dismissed 11. In four other appeals, he directed the Commission to re-hear the cases.



	1960-1961	1961-62
Newfoundland	93,514	93,969
Prince Edward Island	18,181	19,137
Nova Scotia	179,310	203,187
New Brunswick	184,026	181,844
Quebec	1,537,242	1,453,580
Ontario	1,953,094	1,932,674
Manitoba	271,070	279,582
Saskatchewan	139,203	136,333
Alberta	305,843	318,325
British Columbia	454,164	457,659
CANADA	5,135,647	5,076,290

CONTRIBUTIONS

The total revenue from employers, employees and the Government showed an increase over last year of \$3,018,963.71 and rose to \$333,346,517.36. This increase is mainly attributable to the higher earning capacity of the insured population since the number of insurable employees who renewed their contribution records or were insured for the first time decreased by 59,357 in comparison to the previous year. The following chart entitled "Registration of Employees" shows the annual registration of employees since March 31, 1957.

At March 31, 1962, there were 335,967 employers registered with the Commission as employers of insurable employees, an increase of 3,972 from the previous year. The bulk payment method of paying contributions has now been implemented by 10,102 employers who are responsible for insuring approximately 58 per cent of the insured population. It will be seen from the following table that the trend for employers to pay contributions by this method continues to increase.

EMPLOYERS USING BULK PAYMENT METHOD OF CONTRIBUTIONS

	1958-59	1959-60	1960-61	1961-62
Permits granted.....	1,013	1,457	1,301	1,444
Subsidiaries included.....	156	233	217	210
Cancellations.....	234	370	407	416
Permits in force at March 31.....	7,017	8,180	9,074	10,102
Increase.....	13%	17%	11%	11%

An index of Canada's insured population is maintained at head office of the Commission. The total number of inquiries received by this index increased from 296,744 in 1960-61 to 301,361 in 1961-62, while inquiries from other government departments decreased by 4,544 to 18,117.

There were 1,798,983 claims computed or recomputed during the year which was a decrease of 241,815.

The contributions division extended its post audit of terminated claims for benefit to determine whether claimants had correctly declared earnings they had received while drawing benefit. This post audit was conducted on 474,493 claims and it revealed that 19,321 claimants had made some form of misrepresentation in collecting benefit payments. This resulted in overpayments amounting to \$454,999 being established. In addition, disqualifications reducing future entitlement to benefit as provided by the Unemployment Insurance Act were imposed on 14,037 claimants. In a considerable number of other instances, prosecutions were undertaken and convictions obtained. These results have demonstrated the importance of the post audit procedure in the administration of the Unemployment Insurance Act.

CLAIMS OPERATIONS

An important change in the past year in the method of paying claimants was the extension of cash payment to all local offices throughout the Commission. Previously, in smaller offices, payment to claimants calling in person at the office had been made by a warrant which was negotiable at any chartered bank. The effect of this change was to reduce the time that the claimant must spend in the local office each week and to eliminate the need for presenting the warrant at a bank or other institution in order to obtain cash.

A number of experiments and developments were carried out in local offices during the year, the general purpose of which was to improve the service to the public or to provide for refinements in procedures that would furnish more satisfactory implementation of the requirements of the Unemployment Insurance Act.

In keeping with the latter feature, further emphasis was given to the program of special interviewing in each local office. The purpose of these interviews is to examine a claimant in relation to the period for which he has been paid benefit to ensure that all the requirements have been fulfilled and that all relevant information has been reported, and, secondly, to educate the claimant in the requirements that he must meet in order to be eligible for benefit.

An improved system for the payment of benefit was introduced in St. John's, Nfld., which permitted a study of the use of machines in the payment process. The new procedure involved changes in both the payment by mail and payment by cash systems. This office was chosen because the large number of persons receiving benefit through the mail at that point indicated that maximum improvement would result from the new, more efficient procedure.

Briefly, the method employed for paying postal claimants under this new procedure involved using the declaration submitted every other week by a claimant

to mechanically produce a cheque for the period of entitlement as well as the declaration for the next two weeks. It has been found that the postal method of payment can be handled more expeditiously under this system and much of the manual work of a repetitious nature that exists in the normal system can be eliminated.

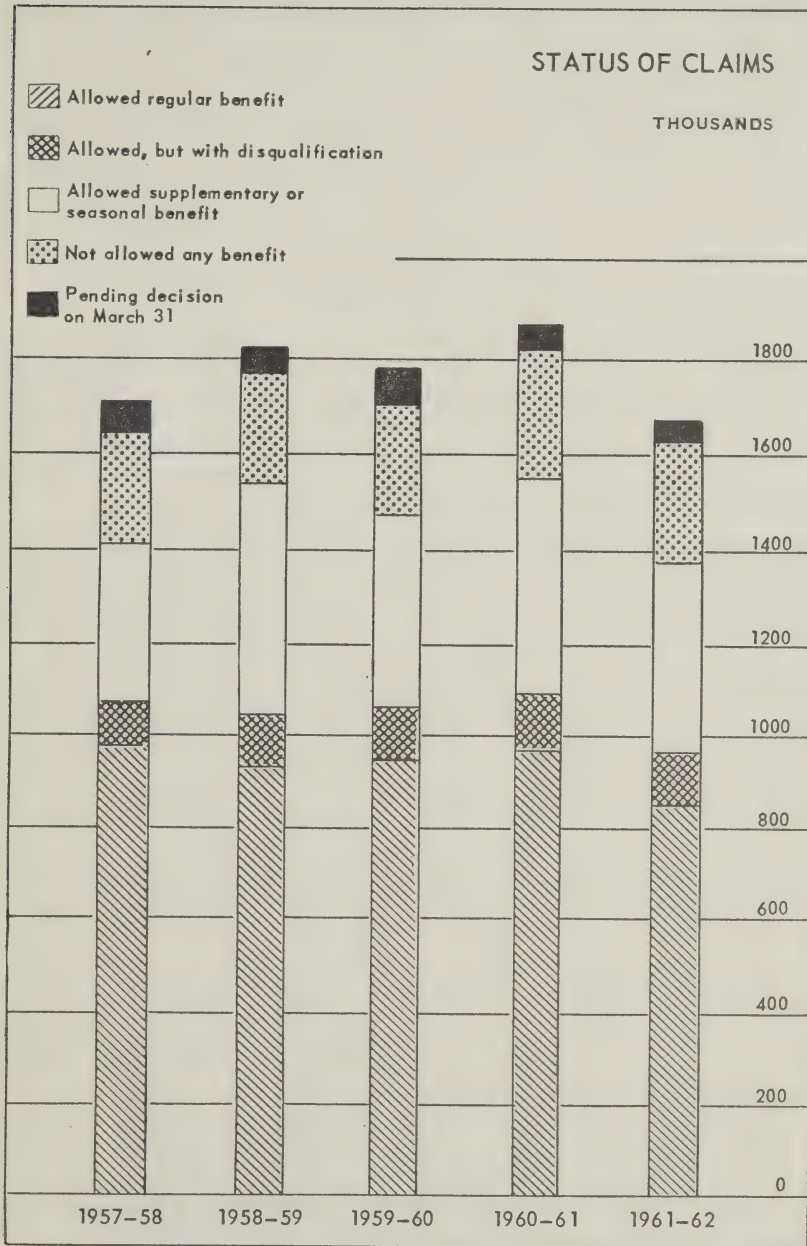
The same principles have been applied to payment by cash. Again, maximum use of machine processes is made in preparing the payment document that is used in the office in connection with the cash payment to the claimant.

The principle that is utilized in both the cash and postal pay systems involves the introduction of punch cards into the procedure which, in addition to improving the system and reducing the time required to serve the claimant in the local office, brings a number of other advantages that are inherent in the use of punch cards and the associated equipment.

A second major experiment was introduced in the Edmonton local office whereby payment of benefit was made by mail not only to regular postal claimants but also to all those who were formerly required to report to the office in person. For the sake of uniformity, and, since most of these people had been accustomed to receiving payment once weekly, all claimants were paid on this basis, including those postal claimants who were previously paid once every two weeks. The purpose of the experiment is to determine the desirability of paying claimants entirely by mail, which would mean eliminating most of their repeated contacts with the local office while in receipt of benefit. Another important feature of the experiment is to assess public reaction to handling payments entirely by mail. This office, together with all others in the Prairie region, has had a form of mechanization for the payment of benefit for the last three years. The Edmonton procedure was amended by introducing the improved system as described above for the St. John's local office with the modification that only the postal part of the procedure was employed.

Except for the claimants in Edmonton, all those who are permitted to report to the local office by mail do so on a basis of once every two weeks following which they receive a warrant for the amount to which they are entitled. Persons required to report to a local office for the payment of benefit receive individual weekly payments. During the past year, the local offices of the Commission made a total of 14,857,206 individual payments, of which 9,619,810 were cash payments and 5,237,396 were by warrant. This represented a decrease of approximately 13.1 per cent in the total number of such individual payments. During the past year, these payments totalled \$454,739,439.39 as compared to \$513,905,724.35 for the previous fiscal year.

There were 1,626,224 initial claims processed during the year, a decrease of 191,986 (10.5 per cent) from the previous year. Regular benefit claims were established for 1,001,845 claims which represented 61.6 per cent of the total claims made and was comparable to the percentage of 62.4 for the previous year. Entitlement to seasonal benefit was established for 438,819 claims representing 27 per cent of the total claims processed, which was almost identical with last year's figure of 26.8 per cent. The remaining 11.4 per cent, or 185,560, were claims from persons who failed to qualify for any type of benefit. The number of persons who qualified for regular benefit was reduced by about 11.8 per cent in comparison to a year earlier, whereas those who qualified for seasonal benefit decreased by only 9.8 per cent. The rate of failure to qualify for any benefit was 10.8 per cent a year ago in contrast to this year's percentage of 11.4.



ADJUDICATION

The Commission policy to centralize in a number of conveniently located centres across Canada the adjudication of claims for benefit involving questions of eligibility, was completed during the fiscal year. Greater uniformity in the decisions on claims resulted. Centres are located in St. John's Nfld., Moncton, Montreal, Toronto, Winnipeg and Vancouver, which are adequate for the prompt servicing of these so-called contentious claims. No delays in the payment of benefit to which a claimant was entitled have resulted from this new organization.

During the fiscal year, there were 1,370,738 initial claims adjudicated on which claimants fulfilled the contribution requirements in the first instance. Of this number, 1,230,490 (89.8 per cent) were allowed with no disqualification and, on the remaining 140,248 claims, disqualifications were imposed. The total number of initial claims adjudicated during the past year decreased by 175,676, or 11.4 per cent, in relation to the previous fiscal year.

A further 1,270,808 decisions were issued covering renewal claims filed during the currency of a benefit period on which questions arose on continuing claims and on claims where the qualifying requirements were subsequently fulfilled. From this total, 974,859 (76.7 per cent) were allowed with no disqualification and a disqualification was imposed (including denial of dependency, etc.) on the remainder. The total number of these decisions on renewal and continuing claims decreased by 100,579 or 7.3 per cent in comparison to the previous year.

The total number of disqualifications imposed on claims on which entitlement had otherwise been established was 374,951, an increase of 38,998 (11.6 per cent) in comparison to the previous fiscal year. These disqualifications were for varying periods up to the complete life of the claim. The principal reasons for disqualification and the number of claimants affected were as follows: 98,779 claimants were not available for work; 85,571 left their employment voluntarily without just cause; 40,749 failed to make their claims for benefit in the prescribed manner (including neglect to lodge insurance book); 34,012 were disqualified by reason of false statements or misrepresentation; 31,194 were disqualified because of the determination and allocation of earnings; 22,803 refused offers of suitable employment; 16,435 lost their employment due to misconduct; and 7,792 were disqualified for having lost their employment by reason of a stoppage of work due to a labour dispute. The remaining 37,616 disqualifications were imposed for such reasons as the claimant being not unemployed, not capable of work or having ceased work because of illness. An additional 61,246 claimants were considered not entitled to that for which they applied; e.g. dependency not approved on a continuing claim.

When the disqualifications imposed during this fiscal year are compared to those of the previous fiscal year, a considerable increase in the following categories is noted: For non-availability—an increase of 11,508; for failure to apply in the prescribed manner—an increase of 9,026; for false statements and misrepresentations—an increase of 5,877; for loss of employment by reason of a stoppage of work attributable to a labour dispute—an increase of 4,159.

During the year, there were 6,618 applications to have claims antedated, which is a decrease of 461 from the previous fiscal year. Of these, 2,564 (38.7 per cent) antedates were approved, and 4,054 (61.3 per cent) were disallowed. Applications for extension of the qualifying periods for such reasons as the claimant being self-employed, working in non-insurable employment or incapacitated for work numbered 37,083. This was a decrease of 5,137 from the previous fiscal year.

In 1961-62, boards of referees dealt with 19,062 appeals made by claimants against the decisions given by insurance officers, an increase of 3,538 in com-

parison to the previous year. In 2,446 cases (12.8 per cent) the appeals were allowed, and in the remainder the insurance officers' decisions were upheld. In addition, insurance officers referred 141 cases to the boards of referees for decision of which 35 were allowed while, in the remaining cases, disqualifications were imposed.

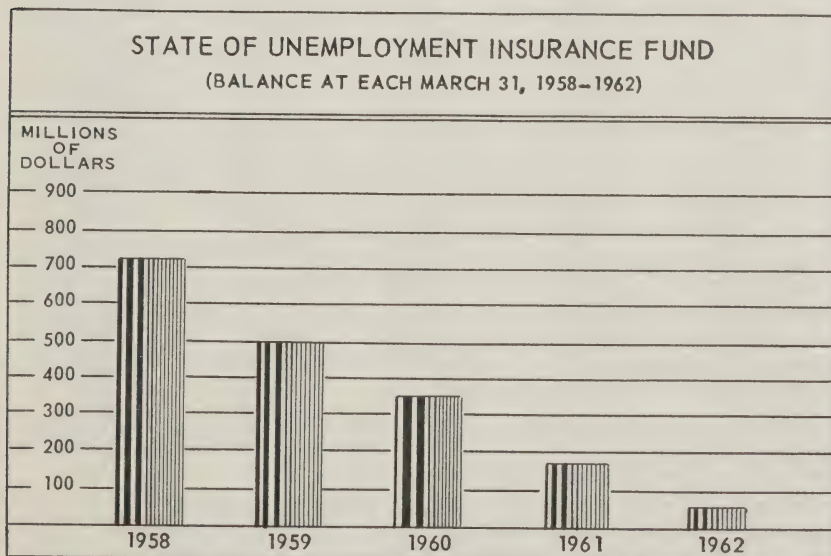
During the 1961-62 fiscal year, the Umpire disposed of 120 appeals, an increase of 16 over the previous year. Of the appeals decided, 94 (a decrease of four) were made by claimants and their associations, and 26 (an increase of 20) were made by insurance officers. The Umpire upheld the appeal of the claimant or his association in 21 cases, and that of the insurance officer in 21 cases, while the remaining 78 appeals were dismissed.

AGREEMENTS WITH OTHER COUNTRIES

During the year, 4,152 interstate claims were filed against various states of the United States by persons residing in Canada who had formerly been employed in the United States, and 4,059 were filed against Canada by persons residing in the United States who had formerly been employed in Canada. Such claims are dealt with in accordance with the reciprocal arrangement that has been in force since 1942 between the Governments of Canada and the United States.

All the states except four (Alabama, Iowa, Maine and New Hampshire) are signatories to the arrangement. Discussions continued during the year with Maine and New Hampshire with a view to the possibility of concluding agreements with those two states, but no conclusion has yet been reached. The distribution by provinces of the interstate claims received by Canada and filed in Canada against the states is shown in Appendix V.

Under an agreement with the United Kingdom, in force since January 1, 1960, the Commission supplied information during 1961-62 regarding 705 persons whose history of insurable employment in Canada was required for the purpose of determining entitlement to benefit under the National Insurance scheme in Britain.



UNEMPLOYMENT INSURANCE FUND

The balance in the Fund at April 1, 1961, was \$184,684,852.66. Total revenue for the fiscal year 1961-62 amounted to \$336,652,638.52 including employer, employee and Government contributions, penalties, interest on investments, profit on sale of securities, together with a reduction for the loss on the sale of securities, and interest paid on loans.

Total benefit payments for the year amounted to \$454,739,439.39, a decrease of \$59,166,284.96 from the previous benefit year. This decrease can be attributed in the main to the general improvement in economic conditions. The amount of benefit paid for each month during the 1961-62 fiscal year was less than during the corresponding month in the fiscal year 1960-61, except for the months of April and May. In the year under review, monthly benefit payments exceeded the revenue for six months, whereas, for the months from June to November inclusive the revenue was more than benefit paid. This resulted in a balance of \$66,598,051.79 in the Fund at March 31, 1962.

On September 29, 1961, the Government of Canada took over the entire portfolio of the investments of the Unemployment Insurance Fund. At that date, the Fund held marketable Government of Canada securities on Government guarantees with a book value, plus accrued interest, amounting to \$240,453,952.77. After a deduction of \$99,000,000 was made to cover loans outstanding to the Department of Finance, non-marketable Government of Canada bonds bearing 3½ per cent interest in the amount of \$138,500,000, and cash amounting to \$2,953,952.77, were exchanged for marketable securities totalling \$141,453,952.77.

TECHNICAL SERVICES

AUDIT

The number of registered employers subject to audit during the year rose to 403,473, an increase of 4,869 over the previous year and 161,230 higher than a decade ago. Most of the auditors and the clerical staff are located at 36 district offices and, in addition, resident auditors are provided desk space in 95 local offices.

The auditors completed 204,649 audits, including 19,366 short form audits on selected employers. As well, in order to avoid the cost of special interim audits, 284,827 letters were sent to employers who appeared to be falling behind in the purchase of stamps.

The incidence of delinquency remains at a high level (being 28.5 per cent of the audits performed) and, while the amount of overdue contributions established is in itself substantial, (being \$2,765,133.72) the potential benefit involved is many times that amount. In order for claims to be dealt with efficiently and to ensure that unemployed workers are awarded their proper benefit entitlement, it is essential that employers comply with the Act and Regulations by making contributions during employment and by giving a properly stamped book to the ex-employee promptly upon separation. Thus, the auditors make as many visits as they can, and, where arrears are established, every effort is made to assign the overdue contributions to the proper worker. The greater the audit coverage, the less confusion and delay at the local office at time of claim.

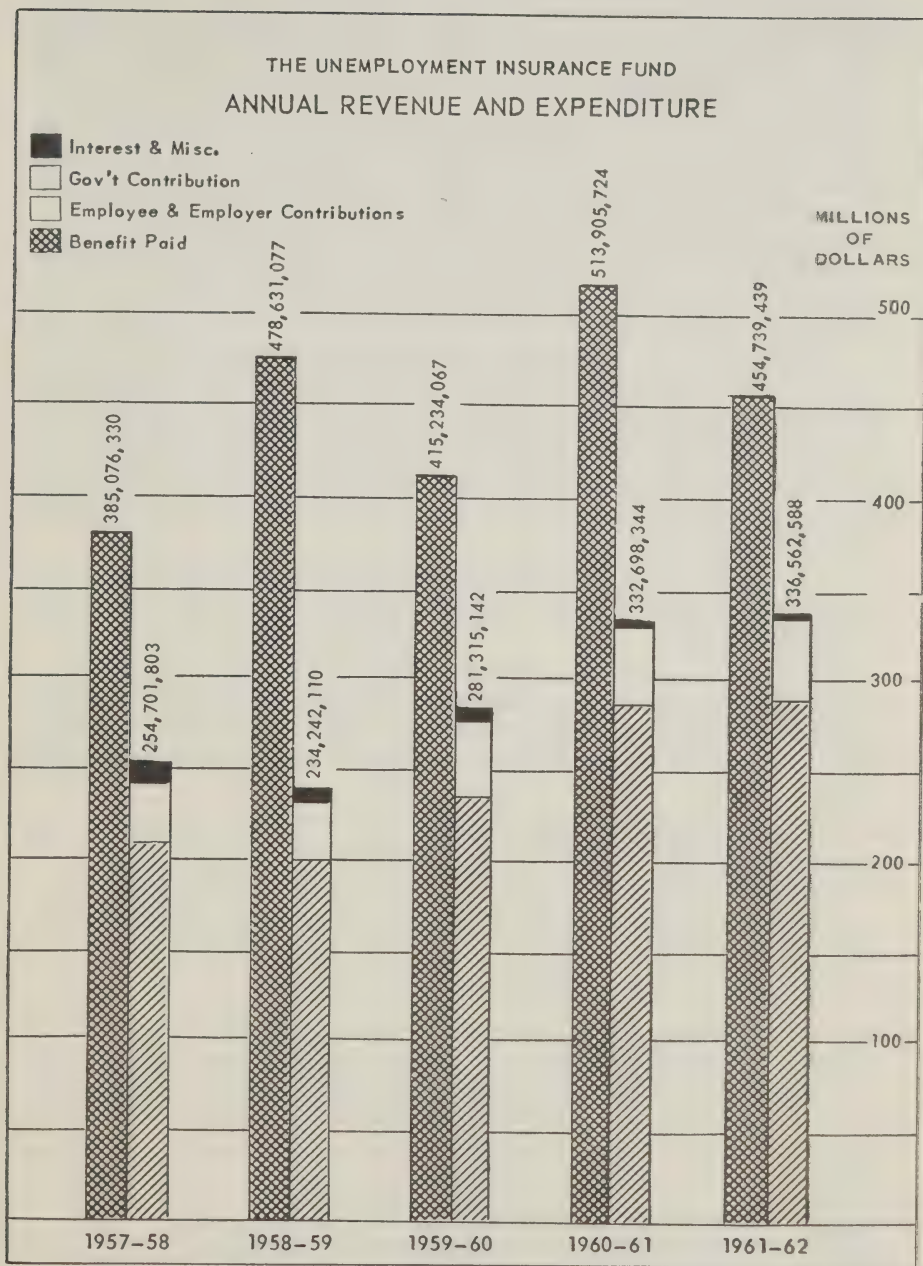
During the year, in addition to the overdue contributions established, a 10 per cent penalty was added in 15,342 cases representing the occasions when an employer was found delinquent on two successive audits.

In order to keep outstanding accounts to a minimum, and to keep employees' contributions as nearly up to date as possible, auditors are instructed to make every effort to obtain payment while still at the employer's premises, and payment

THE UNEMPLOYMENT INSURANCE FUND
ANNUAL REVENUE AND EXPENDITURE

- Interest & Misc.
 □ Gov't Contribution
 □ Employee & Employer Contributions
 ▨ Benefit Paid

MILLIONS
OF
DOLLARS



is often effected before the auditor leaves. Where required, the district auditor continues collection effort, and, when unsuccessful, the case is referred to the enforcement division for Exchequer Court or garnishment action. The overdue contributions outstanding at the end of the year totalled \$475,648.70, an increase of \$92,059.27 from the previous year end. Of the outstanding accounts, 48.1 per cent related to bankruptcy cases.

In addition to audits of employers' records, the auditors undertook 32,540 investigations. These included cases where individual complaints were lodged against employers by employees or cases where the local office required assistance in establishing the propriety of questionable contributions discovered in insurance books when claims were being taken. As in former years, a number of bulk payment employers were selected and their remittances reconciled with the total contributions recorded by them on behalf of their employees. In only a few cases was it necessary to make any adjustment.

As an economy measure, field auditors assumed the additional duty of making periodic verifications of cash at local offices, thus saving the cost of special trips of officers from regional offices or head office. This work commenced late in the fiscal year and, by the end of March, 89 verifications had been performed.

Where prosecution action is undertaken as a result of an audit of an employer's records, the auditor concerned lays the charge and gives evidence in Court on behalf of the Commission.

A further responsibility is to act as employer relations officers on behalf of the National Employment Service in the case of small employers and certain employers in outlying areas.

In order to keep in touch with field problems and to ensure that instructions are applied uniformly, regional auditors visit district audit offices in their region at least once a year, and district auditors make annual visits to resident auditor points. For the first time in five years, the regional auditors met in Ottawa, in October.

Last fall, a survey involving 11 districts was undertaken to determine the relationship between the incidence of delinquency and the size and nature of business of the enterprise.

A work load analysis of regional auditors was conducted during February, 1962.

<i>Region</i>	<i>Employers Subject To Audit</i>	<i>Audits Performed</i>	<i>% With Overdue Contributions</i>	<i>Investigations Undertaken</i>
Atlantic.....	38,213	20,273	26.3	2,382
Quebec.....	112,845	52,315	29.6	9,980
Ontario.....	134,109	68,563	28.2	12,877
Prairie.....	72,974	44,161	27.9	3,671
Pacific.....	45,332	19,337	30.3	3,630
Canada.....	403,473	204,649	28.5	32,540

INVESTIGATION—ENFORCEMENT

The investigation division is responsible for ensuring that the Unemployment Insurance Act and Regulations are observed by persons claiming benefit. It is also responsible for cases involving employer infractions (including prosecution when advisable) and, through the use of Exchequer Court and garnishment procedures, the recovery of funds owing by employers or claimants.

During 1961, the division completed an expansion program which added 44 investigators to the field staff to make a total of 122 engaged in full-time investigation work. A further 20 officers are to be added in 1962.

During 1961, special groups of investigators were organized and based at large centres across Canada. These men were used to conduct a saturation program of interviews in specific areas. This procedure requires all claimants in a particular area to be interviewed to confirm their entitlement to benefit. The results were such as to justify continuation of this procedure during 1962.

The total number of investigations completed in the fiscal year 1961-62 increased from a previous fiscal year high of 72,259 to 113,724.

Comparative figures for punishable detectable infractions for the past three years show a drop for the fiscal year 1961-62 because of a change in procedure. A very substantial number of relatively minor cases are no longer handled by the investigation division and are completed by the insurance branch. The figures are as follows:

	1959-60	1960-61	1961-62
Penalties imposed on claimants under Section 65 of the Act.....	16,851	30,044	22,650
Prosecutions undertaken (claimants).....	1,489	2,026	2,091
Prosecutions undertaken (employers).....	603	496	752

The following table illustrates the number and total amount of collections through garnishment and Exchequer Court proceedings, with comparative figures for the previous fiscal year:

	1960-61		1961-62	
	Number	Amount	Number	Amount
Employers: Garnishment.....	607	\$33,871	762	\$ 54,944.03
Exchequer Court.....	39	6,212	57	2,284.10
Claimants: Garnishment.....	683	40,395	1,069	59,232.68
Exchequer Court.....	77	11,984	90	8,579.65
	1,406	\$92,462	1,978	\$125,040.46

In Appendix VII of this report, a statistical summary of investigations completed by the division in 1961-62 is provided. Appendix VIII contains a summary of prosecutions undertaken during the same period against employers and claimants for various infractions of the Act and Regulations.

INSPECTION

The inspection division carried out its work of periodic inspection to determine whether offices of the Commission are correctly interpreting and following directives issued by head office. In addition to reviewing the internal operations of each office inspected and evaluating the effectiveness of management and supervision, an assessment is made of the quality of service provided the public. The new

procedure referred to in the previous Annual Report has continued to facilitate prompt attention being given by senior officers of the Commission to findings contained in the inspection reports.

During the latter part of the fiscal year, additional trained manpower was required by another division of the technical services branch and the services of seven inspectors were loaned for varying periods. A time loss of approximately 26 man-months resulted, but in spite of this, 67 local offices were inspected as well as five branch offices and two zone offices, as shown below.

LOCAL, BRANCH AND ZONE OFFICES INSPECTED
DURING FISCAL YEAR 1961-62 BY REGIONS

	<i>Local Offices</i>	<i>Branch Offices</i>	<i>Zone Offices</i>	<i>Total</i>
Atlantic Region.....	11	3	—	14
Quebec Region.....	15	2	—	17
Ontario Region.....	22	—	—	22
Prairie Region.....	14	—	—	14
Pacific Region.....	5	—	2	7
	67	5	2	74

GRADE OF LOCAL OFFICES INSPECTED

<i>Region</i>	<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>	<i>5</i>	<i>6</i>	<i>7</i>	<i>8</i>	<i>9</i>	<i>Branch Offices</i>	<i>Zone Offices</i>	<i>Total</i>
Atlantic.....	—	1	6	3	1	—	—	—	—	3	—	14
Quebec.....	—	2	8	4	1	—	—	—	—	2	—	17
Ontario.....	2	6	5	4	3	2	—	—	—	—	—	22
Prairie.....	—	5	3	2	2	2	—	—	—	—	—	14
Pacific.....	—	—	3	—	1	—	—	1	—	—	2	7
	2	14	25	13	8	4	—	1	—	5	2	74

These inspections have shown that a steady improvement is evident in the over-all operation of the offices inspected.

STANDARDS AND METHODS

During the fiscal year 1961-62, a number of significant projects were undertaken by this division.

A crash program of work measurement based on time studies was launched for all measurable employment and insurance operations for the purpose of staffing and grading of offices and for supervisory and management controls.

Basic formulae and procedures were developed and approved for determination of staff requirements in the non-measurable areas of the Commission's work and five office staff surveys were conducted.

A revised punched card system of postal payments was devised by the standards and methods division, and a decentralized method was installed in St. John's, Nfld., by the insurance branch.

Plans were developed for the merging of two of the Commission's major operations, viz. registration for employment and registration for claims. Pilot projects were established in two large offices and extensive tests are being conducted to evaluate the full impact of the effect of these integrated functions.

A preliminary study was made of the possibility of applying integrated data processing techniques to a number of major operations.

During the year, employees of the Commission displayed an increased interest in the Suggestion Award Plan and thus the work of the Commission. A total of 559 suggestions were received, which was an increase of 30 per cent over the previous year. Seventy-two suggestions were adopted.

ADMINISTRATION

LEGAL

The Legal Advisor's office closed the year with a total of 808 completed cases and 98 cases were brought forward into the new fiscal year. Of these 98 cases, extensive work had been carried out on each one but they had not yet reached the final stage where they could be closed entirely.

Of the above, 780 cases were new cases received during the fiscal year and 126 were brought forward from 1960-61. While this shows a slight decrease in both the incoming and outgoing work, the work itself was more detailed than in previous years and entailed a greater amount of research.

Three amendments to the Regulations were drafted. They concerned the allocation of earnings for benefit purposes, the raising of the allowable earnings of a dependent to \$20.00, and an amendment to the Regulations governing employer's registrations.

The Legal Advisor's office reviewed 143 benefit appeals from claimants and insurance officers against decisions of boards of referees. Its solicitors acted as counsel for the Commission at 35 oral hearings held at six different points, namely: Ottawa, 19; Toronto, eight; Quebec City, two; Montreal, one; London, four; and Chicoutimi, one.

PUBLIC RELATIONS

Local National Employment Offices across the country intensified promotional efforts within their communities during the year under review. Advertising in all local media was stepped up, the number of radio stations airing "Job Opportunities" programs increased to well over 100, and the same type of program began to make its appearance on TV outlets. By the end of the year, 10 television stations were carrying such material on a regularly scheduled basis. Press coverage of local office activities was good, with a number of offices having a regular column under the NES byline.

In addition to coverage from the publicity media, local offices conducted continuing campaigns on the "stay in school" theme and on behalf of the handicapped worker and the older worker. These activities were aimed directly at all levels of the community, including service clubs, educational authorities and institutions, trades unions, etc. Many speeches and talks were given by local office personnel in the course of such campaigns.

In the larger centres, use was made of exhibit material at major conventions and conferences to promote acceptance of NES.

In all these local office activities, direction and assistance was provided by public relations officers at five regional centres, and wide use was made of promotional material issued by head office.

The public relations branch at head office produced three newsletters in the continuing series, one on the Commonwealth Technical Training Week, one on the International Plowing Match, and one providing a year-end summary of place-ment activities.

Reprints and revisions were made to a number of existing booklets and pamphlets, and new pamphlets were produced on the service available to ex-service-men, on the NES farm placement program, and on the service provided to personnel managers. The "Questions and Answers" material on unemployment insurance was issued monthly and continued to be widely printed.

Considerable promotional and information material was written, including articles, radio talks and press releases. By the end of the year, preliminary work had been completed for a semi-monthly program of taped radio material and for a new national staff magazine.

STAFF

During the year, 189 positions were established to meet immediate requirements. Ten positions were approved to strengthen the standards and methods division at head office and 179 for employment branches in the larger local offices to implement a program to increase the effectiveness of the NES in organizing the labour market and increasing placements at major centres across Canada. Positions were also provided for a new local office at New Liskeard, Ont. In addition, provision was made for 488 upward and nine downward reclassifications.

The joint committee of the Unemployment Insurance Commission and the Civil Service Commission completed the conversion program resulting from the special studies of salaries and classifications of UIC positions. Regular studies were continued to maintain and develop the Commission's staffing and classification program.

There were 8,941 regular employees on strength on March 31, 1962, as compared to 8,248 employees on March 31, 1961.

In addition, there were 1,904 casual employees on strength on March 31, 1962, as compared to 2,669 on March 31, 1961. During the peak period in 1961-62, there were 2,758 casual employees on strength as compared to 3,473 in 1960-61. These employees are engaged mainly to assist in the additional seasonal workload of claims for unemployment insurance benefit.

Distribution of staff at the end of the 1961-62 fiscal year was:

	<i>Regular</i>	<i>Casual</i>
Head Office.....	386	29
Atlantic Region.....	905	309
Quebec Region.....	2,543	545
Ontario Region.....	2,857	589
Prairie Region.....	1,250	277
Pacific Region.....	1,000	155

Staff turnover increased from the previous fiscal year. Figures for the last three years are: 1959-60, 13.14 per cent; 1960-61, 10.34 per cent; and 1961-62, 12.55 per cent.

The staff development division, which was created during the fiscal year, has taken over the work formerly carried on by the rating section, and has assumed increased responsibility for policy and procedure in the fields of staff development, performance review, class specifications, competitions, transfers, appeals and extensions of service. The introduction of the new Civil Service Act will have a marked effect on the work of this division. As a result, it will be necessary to revise a number of existing procedures to ensure that decentralization is maintained and increased wherever possible.

During the year, a revision of existing standard statements of duties was undertaken in co-operation with the Civil Service Commission for the purpose of decentralizing the responsibility for the filling of vacancies as far down the line as possible. As a result, local offices have been authorized to deal directly with the Civil Service Commission District Offices regarding the filling of all vacancies at the entry grade. Regional offices were also authorized to fill certain vacancies above the entrance grade level where formerly this could not be done without Civil Service Commission Headquarters authority. The time saved, particularly in the latter category of positions, is very substantial and the new procedure will be extended to other positions as statements of duties are revised and concurred in by the Civil Service Commission.

Field training was continued in connection with the performance review and personnel appraisal programs. Both of these programs are proving very helpful in personnel planning and development and on promotion competition boards.

The staff development division is also responsible for reviewing selection board reports and for dealing with all matters relating to appeals. In this respect, during the year, 862 reports on closed competitions were reviewed and 34 appeals were filed.

STAFF TRAINING

The outstanding feature of staff training during the year was an executive training course which was conducted by senior training officers and attended by senior regional officials of the Commission from coast to coast.

Following their attendance at executive training workshops, four correspondence-type assignments were offered to executives for study. These were: a collection of suggested methods to improve supervision; difficulties and pitfalls in supervision; management fundamentals; and, how to communicate in writing. The executive training course is a continuing project.

A career training course was developed to provide an opportunity for insurance officers with limited authority to gain the knowledge required to become full authority insurance officers. The course requires about 12 months of study by students and will end with a monitored examination. It will be available on a continuing basis. Successful completion of the course entitles candidates to enter competitions for positions involving adjudication of contentious claims for unemployment insurance benefits.

Training material to improve the performance of claims personnel was prepared. The material dealt with the following functions: principles of adjudication; claims taking; examination of claims; reviewing and adjudicating claims; and, claims payment.

During the year, 1,589 new employees completed induction training. Also, 390 employees successfully completed a career course designed to improve their general knowledge of the work of the Commission. The duration of the course is about six months. At the end of the year, 564 employees were actively engaged in this training.

Employees successfully completing the Career Course—Limited Authority Adjudication totalled 223. This course requires about one year of intensive study. The course is continuing with one group starting in May and another in September each year. At the end of the fiscal year, 296 employees were actively engaged in the course.

New employees, on entering insurance work, follow a course of training for one year. During the year under review, 232 employees successfully completed this

training, including a final examination. Four hundred and thirty-seven employees finished a course on the theory of office management and became eligible to write a final examination set by the Civil Service Commission.

COMMISSION OFFICES

As of March 31, 1962, the Commission operated 253 offices. Of this number, five were regional offices, 200 were regular local offices, 41 were branch or zone offices and six were in centres where itinerant service was provided on a weekly or semi-weekly basis. Also, numerous temporary offices were opened for periods of from two to six months to service various construction projects and seasonal employment in agriculture.

In addition, the Commission continued arrangements whereby agents are appointed to complete all the necessary documents in connection with applications for unemployment insurance benefit. In this way, applicants who live too far away from any of the Commission offices are able to make their applications with a minimum of delay. This system substantially reduces the amount of correspondence with postal applicants. Agents operating on March 31, 1962, numbered 247. Regionally, there were 86 in the Atlantic region, 69 in the Quebec region, 24 in the Ontario region, 42 in the Prairie region, and 26 in the Pacific region.

1961-1962

ADMINISTRATIVE COSTS OF THE UNEMPLOYMENT INSURANCE COMMISSION DURING THE PERIOD APRIL 1, 1961, TO MARCH 31, 1962

Salaries and Wages.....	\$39,840,127.37
Overtime.....	202,902.49
Living and Other Allowances.....	22,607.75
Professional and Special Services.....	210,183.93
Commission to Post Office Department.....	956,930.42
Canadian Corps of Commissionaires Services.....	263,449.51
Travelling and Removal Expenses.....	944,091.44
Freight, Express and Cartage.....	129,279.43
Postage.....	1,050,018.45
Telephones, Telegrams and Other Communication Services.....	585,635.67
Publication of Departmental Reports and Other Material.....	23,254.44
Exhibits, Advertising, Films, Broadcasting and Displays.....	97,580.97
Office Stationery Supplies & Equipment.....	1,355,258.40
Unemployment Insurance Stamps.....	21,677.13
Materials and Supplies.....	3,110.46
Rental of Office Accommodation.....	1,144.75
Acquisition of Equipment.....	—
Repairs and Upkeep of Equipment.....	3,901.64
Municipal or Public Utility Services.....	2,185.26
Unemployment Insurance Contributions.....	50,321.91
Umpire, National Advisory Committee, National Regional & Local Employment Committees, Boards of Referees.....	170,499.48
Sundries.....	785.74
	<hr/>
	\$45,934,946.64

APPENDIX I

LOCATION OF OFFICES OF THE UNEMPLOYMENT INSURANCE COMMISSION
Head Office—OTTAWA Ont.

REGIONAL OFFICES

Atlantic Region—Moncton, N.B.
Quebec Region—Montreal, Que.
Ontario Region—Toronto, Ont.
Prairie Region—Winnipeg, Man.
Pacific Region—Vancouver, B.C.

NATIONAL EMPLOYMENT SERVICE OFFICES

Newfoundland

Corner Brook
Grand Falls
*St. John's

Prince Edward Island

*Charlottetown
Summerside

Nova Scotia

Amherst
Bridgewater
Dartmouth
Glace Bay
*Halifax
Inverness
Kentville
Liverpool
*New Glasgow
New Waterford
North Sydney
Pictou
Port Hawkesbury
Springhill
*Sydney
Sydney Mines
Truro
Yarmouth

New Brunswick

*Bathurst
Campbellton
Chatham
Edmundston
*Fredericton
Minto
*Moncton
Newcastle
Oromocto
Sackville
*Saint John
St. Stephen
Shediac
Sussex
Woodstock

Quebec

Acton Vale
*Alma
Arvida
Asbestos
Baie-Comeau
Beauharnois
Buckingham
Campbell's Bay
Causapsal
*Chandler
*Chicoutimi
Coaticook
Cowansville
*Drummondville
East Angus
Farnham
Forestville
Gaspé
Granby

Quebec (Cont.)

Grand'Mere
Grindstone Island
(Magdalen Islands)
*Hull
*Joliette
Jonquière
Lachine
Lachute
Lac Mégantic
La Malbaie
La Tuque
Levis
Longueuil
Louiseville
Magog
Maniwaki
Matane
Mont Laurier
Montmagny
Montmorency
*Montreal
Business, Youth and
Professional
Centre
Eastern
Northern
Western
New Richmond
Plessisville
Port-Alfred
*Quebec
Richmond
Rimouski
*Rivière-du-Loup
Roberval
*Rouyn
Ste-Agathe-des-Monts
Ste-Anne-de-Bellevue
St-Hyacinthe
St-Jean
St-Jérôme
Ste-Thérèse
Sept-Iles
*Shawinigan
*Sherbrooke
Sorel
Thetford Mines
*Trois-Rivières
Val-d'Or
Valleyfield
Victoriaville
Ville-St-Georges

Ontario

Armstrong
Barrie
Belleville
Bracebridge
Brampton
*Brantford
Brockville
Carleton Place
Chatham
Cobourg
Cochrane
Collingwood

Ontario (Cont.)

*Cornwall
Dunnville
Elliot Lake
Fort Erie
Fort Frances
*Fort William
Galt
Gananoque
Goderich
Guelph
*Hamilton
Hawkesbury
Hearst
Ingersoll
Kapuskasing
Kenora
*Kingston
Kirkland Lake
*Kitchener
Leamington
Lindsay
Listowel
*London
Long Branch
Midland
Napanee
Newmarket
Niagara Falls
*North Bay
Oakville
*Orillia
*Oshawa
*Ottawa
*Owen Sound
Parry Sound
*Pembroke
Perth
Peterborough
Picton
Port Arthur
Port Colborne
Port Hope
Prescott
Renfrew
*St. Catharines
St. Thomas
Sarnia
Sault-Ste-Marie
Simcoe
Sioux Lookout
Smiths Falls
Stratford
Sturgeon Falls
*Sudbury
Tillsonburg
Timmins
*Toronto
Business, Youth and
Professional
Centre
Eastern
Western
Trenton
Walkerton
Wallaceburg
Welland

Ontario (Cont.)

*Weston
*Windsor
Woodstock

Manitoba

*Brandon
Dauphin
Flin Flon
Portage-la-Prairie
St-Boniface
Selkirk
The Pas
*Winnipeg

Saskatchewan

Estevan
Lloydminster
Moose Jaw
North Battleford
Prince Albert
*Regina
*Saskatoon
Swift Current
Weyburn
Yorkton

Alberta

Blairmore
*Calgary
Drumheller
*Edmonton
Edson
Grande Prairie
*Lethbridge
Medicine Hat
Red Deer

British Columbia

Chilliwack
Courtenay
Cranbrook
Dawson Creek
Duncan
Kamloops
Kelowna
Kitimat
Mission City
Nanaimo
*Nelson
*New Westminster
North Vancouver
*Penticton
Port Alberni
*Prince George
Prince Rupert
Princeton
Quesnel
Trail
*Vancouver
Vernon
*Victoria

Yukon Territory

Whitehorse

Great Britain

London, England

NOTE: *Indicates that Boards of Referees appointed at these centres.

APPENDIX II

EMPLOYMENT OPERATIONS BY THE LOCAL OFFICES OF THE UNEMPLOYMENT INSURANCE COMMISSION, APRIL 4, 1961 TO MARCH 30, 1962, BY PROVINCES.

Province	Applications Registered	Vacancies Notified	Total Placements	Regular ¹ Placements	Casual ² Placements
Newfoundland.....	Male 75,065 Female 6,497 Total 81,562	Male 11,174 Female 1,908 Total 13,082	Male 9,904 Female 1,223 Total 11,127	Male 4,724 Female 1,148 Total 5,872	Male 5,180 Female 75 Total 5,255
Prince Edward Island....	Male 18,928 Female 6,657 Total 25,585	Male 8,447 Female 3,340 Total 11,787	Male 6,586 Female 2,936 Total 9,522	Male 3,660 Female 2,110 Total 5,770	Male 2,926 Female 826 Total 3,752
Nova Scotia.....	Male 123,061 Female 33,022 Total 156,083	Male 27,737 Female 13,091 Total 40,828	Male 25,611 Female 10,195 Total 35,806	Male 19,396 Female 7,541 Total 26,937	Male 6,215 Female 2,654 Total 8,869
New Brunswick.....	Male 117,943 Female 34,132 Total 152,075	Male 30,845 Female 11,034 Total 41,879	Male 30,487 Female 9,195 Total 39,682	Male 24,613 Female 7,416 Total 32,029	Male 5,874 Female 1,779 Total 7,653
Quebec.....	Male 892,580 Female 272,454 Total 1,165,034	Male 244,137 Female 124,234 Total 368,371	Male 215,757 Female 97,076 Total 312,833	Male 167,073 Female 80,520 Total 247,593	Male 48,684 Female 16,556 Total 65,240
Ontario.....	Male 1,061,386 Female 432,824 Total 1,494,210	Male 318,388 Female 179,014 Total 497,402	Male 279,653 Female 138,979 Total 418,632	Male 192,836 Female 114,063 Total 306,899	Male 86,817 Female 24,916 Total 111,733
Manitoba.....	Male 135,370 Female 58,601 Total 193,971	Male 46,572 Female 28,682 Total 75,254	Male 41,129 Female 23,496 Total 64,625	Male 26,660 Female 15,620 Total 42,280	Male 14,469 Female 7,876 Total 22,345
Saskatchewan.....	Male 106,172 Female 40,575 Total 146,747	Male 32,133 Female 15,813 Total 47,946	Male 29,640 Female 12,785 Total 42,425	Male 21,683 Female 10,080 Total 31,763	Male 7,957 Female 2,705 Total 10,662
Alberta.....	Male 195,653 Female 77,123 Total 272,776	Male 72,888 Female 38,660 Total 111,548	Male 64,872 Female 27,670 Total 92,542	Male 50,607 Female 22,304 Total 72,911	Male 14,265 Female 5,366 Total 19,631
British Columbia.....	Male 438,675 Female 158,808 Total 597,483	Male 82,170 Female 71,333 Total 153,503	Male 75,115 Female 61,902 Total 137,017	Male 51,305 Female 36,969 Total 88,274	Male 23,810 Female 24,933 Total 48,743
Canada.....	Male 3,164,833 Female 1,120,693 Total 4,285,526	Male 874,491 Female 487,109 Total 1,361,600	Male 778,754 Female 385,457 Total 1,164,211	Male 562,557 Female 297,771 Total 860,328	Male 216,197 Female 87,686 Total 303,883
Comparable Totals 1960-1961.....	Male 3,077,928 Female 1,100,992 Total 4,178,920	Male 726,851 Female 408,267 Total 1,135,118	Male 647,320 Female 319,737 Total 967,057	Male 478,857 Female 239,675 Total 718,532	Male 168,463 Female 80,062 Total 248,525

¹ Includes Transfers-Out.

² Placements are termed "Casual" when the duration of the employment is six or less working days' duration.

APPENDIX III

EMPLOYMENT OPERATIONS BY THE LOCAL OFFICES OF THE UNEMPLOYMENT INSURANCE COMMISSION, APRIL 4, 1961 TO MARCH 30, 1962, BY REGIONS

Region	Applications Registered	Vacancies Notified	Total Placements	Regular ¹ Placements	Casual ² Placements
Atlantic.....Male	334,997	78,203	72,588	52,393	20,195
Female	80,308	29,373	23,549	18,215	5,334
Total	415,305	107,576	96,137	70,608	25,529
Quebec.....Male	892,580	244,137	215,757	167,073	48,684
Female	272,454	124,234	97,076	80,520	16,556
Total	1,165,034	368,371	312,833	247,593	65,240
Ontario.....Male	1,007,792	302,158	264,833	181,063	83,770
Female	419,712	174,102	134,800	110,679	24,121
Total	1,427,504	476,260	399,633	291,742	107,891
Prairie.....Male	490,789	167,823	150,461	110,723	39,738
Female	189,411	88,067	68,130	51,388	16,742
Total	680,200	255,890	218,591	162,111	56,480
Pacific.....Male	438,675	82,170	75,115	51,305	23,810
Female	158,808	71,333	61,902	36,969	24,933
Total	597,483	153,503	137,017	88,274	48,743
Canada.....Male	3,164,833	874,491	778,754	562,557	216,197
Female	1,120,693	487,109	385,457	297,771	87,686
Total	4,285,526	1,361,600	1,164,211	860,328	303,883
Comparable Totals 1960-61.....Male	3,077,928	726,851	647,320	478,857	168,463
Female	1,100,992	408,267	319,737	239,675	80,062
Total	4,178,920	1,135,118	967,057	718,532	248,525

¹ Includes Transfers-Out.² Placements are termed "Casual" when the duration of the employment is six or less working days' duration.

APPENDIX IV NUMBER OF CLAIMS RECEIVED AND THEIR DISPOSAL DURING THE YEAR 1961-1962 BY PROVINCES

	Total	Newfoundland	Prince Edward Island	Nova Scotia	New Brunswick	Quebec	Ontario	Manitoba	Saskatchewan	Alberta	British Columbia
INITIAL CLAIMS											
Pending 31 March 1961.....	53,095	1,780	214	3,342	2,734	18,242	15,425	1,846	1,363	3,526	4,623
Received—in person.....	1,331,334	23,327	6,847	60,319	49,528	404,578	482,253	60,070	35,588	73,142	155,982
—postal.....	261,974	37,250	4,518	18,699	24,515	74,964	35,853	12,820	15,509	13,535	23,911
Total.....	1,666,403	62,357	11,579	82,360	76,877	497,784	533,531	74,736	52,460	90,203	184,516
Allowed—Regular benefit											
No disqualification.....	832,497	21,336	4,038	39,875	31,096	247,815	290,799	38,633	25,434	47,035	86,436
With disqualification.....	116,021	2,636	4,428	4,554	3,264	32,428	43,954	5,163	3,879	7,625	12,090
Allowed—Fishing benefit											
No disqualification.....	554	110	8	241	42	12	93	6	—	—	42
With disqualification.....	64	31	—	29	—	—	—	—	—	—	4
Allowed—Seasonal benefit											
No disqualification.....	368,820	16,439	3,720	19,072	24,541	117,949	101,876	17,411	13,850	18,661	35,301
With disqualification.....	23,279	1,399	178	1,001	1,100	8,157	6,175	1,117	944	1,149	2,059
Allowed—Seasonal benefit—Fishing											
No disqualification.....	28,619	9,624	1,831	5,875	3,885	1,120	743	584	2	53	4,902
With disqualification.....	884	573	27	63	42	46	14	17	—	4	98
Total Allowed.....	1,370,738	52,148	10,230	70,710	63,970	407,527	443,654	62,931	44,109	74,527	140,932
*Not Allowed—Either regular or SB	255,486	8,552	1,051	9,297	10,537	76,528	79,023	10,206	7,232	13,505	59,555
Pending 31 March, 1962.....	40,179	1,657	298	2,353	2,370	13,729	10,854	1,599	1,119	2,171	4,029
Total Allowed, not Allowed, and Pending.....	1,666,403	62,357	11,579	82,360	76,877	497,784	533,531	74,736	52,460	90,203	184,516
RENEWAL AND REVISED CLAIMS											
Pending 31 March, 1961.....	28,884	767	94	1,098	912	10,356	8,572	952	623	2,194	3,316
Received 1 April, 1961 to 31 March, 1962.....	1,286,720	29,288	4,513	70,454	44,644	404,772	445,027	47,871	28,711	64,148	147,292
Total.....	1,315,604	30,055	4,607	71,552	45,556	415,128	453,599	48,823	29,334	66,342	150,608
Allowed											
No disqualification.....	974,859	22,962	3,375	59,616	34,065	291,200	339,733	36,882	22,087	50,515	114,424
With disqualification.....	234,503	4,900	8,492	8,492	7,444	81,717	82,530	8,374	5,229	10,922	24,179
Not Entitled.....	19,246	1,234	193	1,705	2,612	27,121	17,525	4,226	694	2,093	6,509
Appeals to Boards of Referees.....	19,700	155	55	755	460	6,232	6,127	1,245	4	1,383	2,595
Appeals to Inquire.....	169	15	1	14	4	4	57	12	4	9	28
Pending 31 March, 1962.....	24,926	797	74	969	971	8,818	7,627	884	493	1,420	2,873
Total.....	1,315,604	30,055	4,607	71,552	45,556	415,128	453,599	48,823	29,334	66,342	150,608
Antedates—Approved.....	2,564	45	8	179	91	645	1,023	61	64	175	273
—Not Approved.....	4,054	137	7	726	112	1,061	1,156	62	90	300	403
Extension of Qualifying Period											
—Approved.....	27,164	266	70	545	1,104	9,642	8,862	986	561	1,446	3,682
—Not Approved.....	9,919	57	9	138	215	3,532	3,352	177	200	568	671
Dependency—Not Approved.....	29,820	3,225	151	1,077	1,089	6,671	11,169	1,568	965	1,773	2,132

**GROSS AMOUNT OF BENEFIT PAID, REASONS FOR CLAIMS DISALLOWED AND DISQUALIFIED, AND
NUMBER OF INTERSTATE CLAIMS DURING THE YEAR 1961-1962 BY PROVINCES**

ANNUAL REPORT

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	Total	Newfoundland	Prince Edward Island	Nova Scotia	New Brunswick	Quebec	Ontario	Manitoba	Saskatchewan	Alberta	British Columbia
	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$
REGULAR BENEFIT PAID From 1 April, 1961 to 31 March, 1962.....	352,328,229	10,982,654	1,712,906	16,790,021	13,324,984	104,644,681	117,500,919	16,722,954	11,405,372	19,664,585	39,579,153
SEASONAL BENEFIT PAID From 1 April, 1961 to 31 March, 1962.....	102,411,210	7,970,215	1,577,908	6,175,450	7,131,356	31,136,949	25,393,834	4,715,468	3,562,618	4,223,398	10,524,014
Total.....	454,739,439	18,952,869	3,290,814	22,965,471	20,456,340	135,781,630	142,894,753	21,438,422	14,967,990	23,887,983	50,103,167
*REASONS FOR REGULAR CLAIMS DISALLOWED											
Not 30 weeks (Sec. 45(1) (A)).....	(1) 253,721	16,105	3,106	13,294	13,224	69,467	69,776	10,238	8,167	13,141	37,203
Not 8 weeks (Sec. 45(1) (B)).....	(2) 234,030	10,970	2,008	12,629	13,692	73,772	67,106	10,840	8,447	11,506	23,060
Not 24 weeks (Sec. 45(2)).....	(3) 189,056	9,460	1,693	9,343	13,189	60,559	50,907	8,257	5,412	8,724	21,512
Not 6 weeks (Fishing Reg's).....	(4) 281	52	—	42	—	2	42	—	2	1	140
Total.....	677,088	36,587	6,807	35,308	40,105	203,800	187,831	29,335	22,028	33,372	81,915
REASONS FOR DISQUALIFICATION											
Not Unemployed.....	12,753	405	90	539	444	3,993	3,739	649	994	820	1,080
Not Capable of Work.....	13,669	392	61	612	577	2,554	2,085	342	255	407	1,377
Not available for work.....	98,779	1,533	334	3,412	2,517	31,786	34,925	5,016	3,027	5,520	10,634
Loss of work due to labour dispute.....	7,792	—	—	130	300	7,951	7,152	68	143	63	133
Refusal of work.....	20,817	217	183	1,209	558	7,675	7,152	486	143	1,099	1,344
Neglect of opportunity for work.....	1,986	14	—	1,207	28	1,062	1,062	88	3	12	206
Failure to carry out written direction.....	1,777	6	—	35	55	1,052	1,048	20	3	37	41
Non-Attendance at course of instruction.....	888	9	5	28	123	1,298	341	10	11	41	40
Employment Lost by own misconduct.....	16,435	300	49	577	384	5,892	6,168	551	308	845	1,361
Voluntary leaving without just cause.....	85,571	2,020	336	2,909	2,648	27,280	27,278	4,269	2,567	6,392	9,872
Inmate of prison or resident outside of Canada.....	615	12	7	27	45	118	290	13	6	5	92
Failure to lodge insurance book, etc.....	40,749	2,846	172	1,480	1,472	9,098	15,868	1,778	1,156	2,169	4,710
Fishing (Fishing reg's).....	209	82	1	79	4	—	17	19	—	—	7
Misrepresentation.....	34,012	727	149	1,270	1,314	16,293	10,715	511	442	824	1,767
Miscellaneous (sec. 69(2) (a) (ii)).....	497	74	63	47	138	—	8	32	33	24	78
Loss of work due to incapacity etc.....	7,208	218	16	680	406	1,480	2,840	131	90	241	1,106
Determination and Allocation of Earnings.....	31,194	691	72	988	827	10,351	11,653	559	492	1,165	4,396
Total.....	374,951	9,546	1,542	14,139	11,850	122,348	132,673	14,671	10,052	19,700	38,430
INTERSTATE CLAIMS Claims Filed in Canada by U.S.A. Claimants.....	4,152	43	12	145	297	1,448	1,119	59	26	170	833
Claims Filed in U.S.A. by Canadian Claimants.....	4,059	—	—	—	179	653	1,855	491	—	—	881

* Regular Benefit Periods were subsequently established for (1) 24,336 claimants,
(2) 15,292 " "
(3) 13,077 " "
(4) 4 " "

APPENDIX VI
NUMBER OF "ACTIVE" CLAIMANTS ON THE LAST DAY OF EACH MONTH 1961-1962

Provinces	April 1961	May	June	July	August	September	October	November	December	January 1962	February	March
Newfoundland.....	¹ 15,194 ² 15,223 ³ 83	9,982 44	6,427 24	5,487 19	5,277 19	4,583 17	5,461 14	12,414 1,396 10	17,069 10,840 11	19,284 16,980 18	19,094 19,078 40	17,652 18,338 55
Prince Edward Island.....	¹ 2,174 ² 2,885 ³ 21	1,171 4	808 2	815 2	716 1	641 5	765 1	1,771 79 2	3,468 2,442 6	3,701 3,730 33	3,648 4,101 26	3,087 3,819 22
Nova Scotia.....	¹ 23,922 ² 14,617 ³ 270	15,683 145	12,842 137	10,571 137	11,934 118	10,966 123	12,134 122	17,749 797 128	23,097 7,162 146	27,423 13,648 222	27,244 15,265 338	27,521 15,850 398
New Brunswick.....	¹ 21,571 ² 17,647 ³ 239	14,859 146	9,625 116	8,146 91	7,482 82	7,515 72	9,272 62	14,069 893 81	20,578 8,659 84	22,636 13,765 146	22,116 16,884 201	21,208 17,328 223
Quebec.....	¹ 145,675 ² 82,671 ³ 2,598	106,536 1,250	82,611 1,094	78,172 1,041	68,250 991	67,696 970	79,590 913	102,938 4,623 1,044	145,681 28,819 1,207	153,627 47,249 1,640	155,001 58,827 2,154	142,934 64,741 2,264
Ontario.....	¹ 149,065 ² 64,238 ³ 2,037	114,757 1,088	93,959 867	96,693 801	81,486 780	85,990 738	90,451 761	118,115 3,574 800	154,136 24,493 917	162,304 40,305 1,249	158,847 49,242 1,645	142,493 52,643 1,616
Manitoba.....	¹ 22,112 ² 10,402 ³ 242	13,692 135	10,695 94	9,777 101	8,471 88	8,755 83	13,703 143	17,844 653 90	26,492 4,683 115	27,930 7,392 135	27,211 9,125 182	23,816 9,961 188
Saskatchewan.....	¹ 13,194 ² 7,252 ³ 114	7,629 71	5,632 45	5,278 40	5,395 36	5,806 41	7,356 44	13,276 514 51	18,491 3,242 64	20,665 5,287 77	19,999 6,981 102	16,922 7,945 113
Alberta.....	¹ 27,844 ² 9,843 ³ 183	18,753 96	12,219 74	11,257 73	10,072 75	10,442 74	14,717 55	22,040 698 62	28,148 3,678 81	30,813 6,580 119	29,667 7,589 90	28,801 9,077 93
British Columbia.....	¹ 45,626 ² 21,986 ³ 694	37,888 334	32,038 258	29,082 256	30,235 245	26,803 235	35,233 273	50,594 1,927 276	55,545 14,487 354	55,996 19,223 582	48,559 20,220 623	42,925 20,389 630
Total.....	¹ 466,377 ² 246,770 ³ 6,483	340,950 3,313	266,876 2,711	255,278 2,561	229,318 2,435	229,197 2,358	268,682 2,388	370,810 15,154 2,544	492,705 108,505 2,985	524,379 174,159 4,221	511,386 220,091 5,381	467,359 220,091 5,602

3. "Sick" Included in Nos. 1 and 2.

1. Ordinary. 2. Seasonal.

APPENDIX VII

INVESTIGATION STATISTICS—FISCAL YEAR 1961-1962
(Claimants)

Region and Number of Enforcement Officers	INVESTIGATIONS COMPLETED				PUNITIVE ACTION	
	Suspected False Statements	Spot Check and Miscellaneous	Total	Average Investigation per Enforcement Officer	Prosecutions Recommended	Penalties Imposed Under Section 65
Atlantic (13).....	3,653	7,289	10,942	841.7	150	2,690
Quebec (42).....	16,858	20,117	36,975	880.4	1,036	11,009
Ontario (37).....	11,888	24,770	36,658	990.8	599	6,752
Prairie (14).....	3,212	11,627	14,839	1,059	144	1,152
Pacific (19).....	3,709	10,601	14,310	753.2	162	1,047
Total.....	39,320	74,404	113,724	868.1	2,091	22,650

APPENDIX VIII

LEGAL PROCEEDINGS INSTITUTED UNDER THE UNEMPLOYMENT INSURANCE ACT AND THE UNEMPLOYMENT INSURANCE REGULATIONS

Nature of Proceedings	Carried Over 1960-61	Com-menced Fiscal Year 1961-62	Prosecu-tions Finalized	Con-victions	With-drawals and Abandon-ments	Acquit-tals	Awaiting Results of Trials
Proceedings against em-ployers for infractions of the Act and Regulations..	72	752	711	669	26	18	112
Proceedings against claim-ants for obtaining bene-fit through false state-ments.....	501	2,091	2,145	2,061	69	22	447
Totals.....	573	2,843	2,856	2,730	95	110	559

APPENDIX IX

UNEMPLOYMENT INSURANCE FUND

Statement of Income and Expenditure for the year ended March 31, 1962
(with comparative figures for the year ended March 31, 1961)

	1962	1961
<i>Income:</i>		
Contributions from employers and employees:		
Bulk payment method.....	\$157,513,687	\$151,099,512
Stamp method.....	102,700,444	104,304,996
Meter method.....	18,450,290	20,598,006
Less: Refunds.....	278,664,421	276,002,514
	875,657	729,553
Contributions from Government of Canada.....		275,272,961
Income from investments.....	6,799,615	55,054,592
Deduct: Loss on sale of securities.....	622,424	9,979,812
		7,268,568
Penalties.....	6,177,191	2,711,244
	90,050	62,794
	339,613,758	333,101,591
<i>Expenditure:</i>		
Benefit payments:		
Ordinary.....	\$443,224,577	\$502,033,982
Fishermen.....	11,514,862	11,871,742
Interest on loans.....	454,739,439	513,905,724
	2,961,120	403,247
Excess of expenditure over income.....	457,700,559	514,308,971
	118,086,801	181,207,380

NOTES: The benefit payments shown above included the following seasonal benefits (estimated): 1961-62, \$102,411,212; 1960-61, \$107,177,948.

APPENDIX X

UNEMPLOYMENT INSURANCE FUND
(Established by the Unemployment Insurance Act)

Balance Sheet as at March 31, 1962
(with comparative figures as at March 31, 1961)

	1962	1961	Liabilities	1962	1961
<i>Assets</i>					
Deposit with Receiver General of Canada.....	\$ 4,555,163	\$ 4,441,864	Unredeemed warrants.....	\$ 6,541,601	\$ 8,417,727
Deposits with banks for redemption of warrants.....	4,575,063	6,030,766	Loans from the Government of Canada..	—	67,000,000
Advances to local offices for payment of benefits by cash.....	5,404,571	7,083,245	Deposits from employers.....	5,074,816	4,523,154
Recoverable from Parliamentary Appropriation.....	4,586	20	Balance of the Fund:		
Accrued interest on investments.....	1,175,086	1,903,362	At beginning of year.....	\$184,684,853	365,892,233
			Deduct: Excess of expenditure over income for the year, per statement attached.....	118,086,801	181,207,380
			At end of year.....	66,598,052	184,684,853
<i>Investments:</i>					
Government of Canada non-negotiable bonds 3½%, dated September 29, 1961, redeemable at par, subject to 30 days prior notice.....	62,500,000				
Government of Canada and Canadian National Railway bonds, at amortized cost (market value \$205,751,000).....		245,166,477			
(Note: At March 31, 1961, investments having a book value of \$82,477,703 were pledged as security on loans from Government of Canada).....					
	78,214,469	264,625,734		78,214,469	264,625,734

APPENDIX XI

NUMBER OF CLAIMS FOR SEASONAL BENEFIT ESTABLISHED
AND AMOUNT OF SEASONAL BENEFIT PAID, GROUPS "A" AND "B", BY YEARLY
SEASONAL BENEFIT PERIODS, 28 FEBRUARY, 1950, TO 20 MAY, 1961

Seasonal benefit is payable in accordance with the provisions of Section 53 of the Unemployment Insurance Act to claimants unable to qualify for regular benefit in respect of unemployment occurring between the week in which 1 December falls and the week in which 15 May falls in the following year. A seasonal benefit claimant falls into one of two groups:

1. He had at least 15 contribution weeks since the Saturday immediately preceding the previous 31 March (Group "A"); or
2. His most recent *regular* benefit period terminated since the preceding 15 May (Group "B").

Prior to 2 October, 1955, the payments were described as supplementary benefit and first became payable on 28 February, 1950. Until 1952, payment was made only in respect of unemployment occurring between 1 January and 31 March. By an amendment made in July, 1952, this period was extended to mid-April, and in November, 1957, it was further lengthened to the period now in effect, i.e. from the beginning of December to mid-May.

Yearly Seasonal Benefit Period	Seasonal Benefit Claims Established				Amount of Seasonal Benefit Paid			
	Group A		Group B		Group A		Group B	
	Number	%	Number	%	Amount	%	Amount	%
1950 (28 Feb.-15 April)*	15,700	14*	53,400	47*	\$ 494,800	11*	\$ 2,207,900	50*
1951 (1 Jan.-31 March)*	35,500	39*	53,000	60*	1,000,500	26*	2,871,600	74*
1952 (1 Jan.-31 March)	34,900	36	61,100	64	1,120,500	25	3,442,900	75
1953 (1 Jan.-15 April)	39,900	27	109,400	73	1,410,000	15	7,780,600	85
1954 (1 Jan.-15 April)	51,500	25	159,200	75	1,917,800	14	12,140,400	86
1955 (1 Jan.-15 April)	55,900	22	194,100	78	5,732,600	20	23,158,100	80
1956 (30 Dec.-21 April)	101,100	40	154,600	60	13,602,800	36	24,477,100	64
1957 (29 Dec.-20 April)	144,000	69	64,800	31	19,820,300	67	9,797,200	33
1958 (30 Nov./57-28 June '58)	220,800	47	249,700	53	50,920,700	47	58,878,700	53
1959 (30 Nov./58-16 May '59)	256,000	58	188,300	42	59,993,800	61	38,389,400	39
1960 (29 Nov./59-21 May '60)	284,700	64	159,100	36	70,477,300	71	28,573,000	29
1961 (27 Nov./60-20 May '61)	278,100	60	187,600	40	73,990,600	66	38,145,600	34

* In these two years seasonal benefit was also paid to persons not qualified for regular benefit who had been employed in logging and certain other employments which had recently been made insurable. In this period 45,166 persons were paid a total of \$1,794,050. This provision was not operative after 1951.

NOTE: The fluctuations in the relative proportions of seasonal benefit, Group A and Group B, were mainly due to the following. Prior to the 1957 seasonal period (1 Jan.-20 April) the majority of claimants established seasonal benefit claims in Group B as this class was more favourable. Commencing with the 1957 seasonal benefit period, a claimant who failed to qualify for regular benefit was first tested for qualification in Group A (15 contribution weeks) and only if he failed that test was he considered for Group B (regular benefit period terminated after 15 April). He was not entitled to the class of seasonal benefit that was more favourable to him.

REPORT OF ACTIVITIES BY REGION

ATLANTIC REGION

EMPLOYMENT

SERVICE TO INDUSTRIES

Primary Industries—There was a serious impact on employment in two of the Maritime Provinces following closure of two Cape Breton collieries and a reduction in the work force of the iron ore mine on Bell Island, Newfoundland. On the other hand, iron mining developments increased considerably in Labrador during the same period.

Two federal projects—the restoration of the Fortress of Louisbourg and the reforestation program in Cape Breton—enabled NES to recruit and place 332 unemployed workers; of these, 85 per cent were miners displaced by the closure of the Cape Breton collieries.

Also, a recruitment program arranged by NES for a new nickel mine in northern Manitoba resulted in the placement of 27 mine workers, who received transportation assistance at public expense. The possibility of employment in mining occupations is constantly being explored in mining areas of other provinces, and, although a number of displaced miners have been offered such employment, it is recognized that many must seek employment in other industries.

During the year, NES offices in the Atlantic region made a total of 689 placements in the mining industry.

On the Atlantic seaboard, fishing operations were delayed owing to heavy ice conditions. Employment, below average at the beginning of the season, picked up in the second quarter and was maintained above the previous year's level for the remainder of the period. In total, NES placement activity was double that of the previous year.

NES continued to extend a specialized recruitment service to woodlands divisions of pulp and paper companies, and to other large employers of woods workers. The service, instituted initially with a number of large companies in New Brunswick, proved successful, and, during the year, a number of firms in other Atlantic provinces took advantage of this specialized service.

A recruitment program, implemented during the year, opened up more seasonal employment opportunities with woods operators in the U.S.A. for Canadian workers living close to the border.

During the year, a total of 5,457 placements were made in forestry, an increase of 17.5 per cent over the previous fiscal year.

A mobile labour force available in several areas in the Maritimes enabled NES to supply groups of workers for seasonal employment on farms within the Atlantic region, in Ontario, and for crop work in the United States. Whenever appropriate, workers were provided with assisted transportation to Canadian employment under federal-provincial agreements.

NES placed 988 potato harvesters in New Brunswick and 2,676 in Prince Edward Island. Among the Prince Edward Island group, 781 were recruited in Nova Scotia.

A total of 458 workers was recruited to harvest the Annapolis Valley apple crop, and offices in New Brunswick, Nova Scotia and Newfoundland recruited 274 workers for general farm duties in Ontario.

In New Brunswick, 3,257 potato harvesters were recruited for farms in Aroostook County, State of Maine. Earlier in the season, 289 workers from the same province were recruited for spring planting in northern Maine.

In Nova Scotia and New Brunswick, 147 apple pickers were recruited for U.S.A. growers; this was over and above those recruited to meet the demands of Canadian growers.

In addition to the above movements, NES supplied the farming communities in each of the Atlantic provinces with casual and year-round workers. During the fiscal year, 9,661 placements were made in agriculture. This was an increase of 1,995 placements over the previous year.

Manufacturing—NES service to manufacturers in the four Atlantic provinces increased and, as a result, placements in this industry accounted for approximately 20 per cent of the total increase in placements for all industries in the region.

Although the labour demands of the industry were generally met, some difficulties were encountered in recruitment of certain skills to meet shortages that developed in the shipbuilding sector. Recruitment of skilled workers for this industry was extended to all regions of Canada and to the United Kingdom in efforts to meet these demands.

NES also helped shipyard officials to select applicants for apprenticeship training. The full quota of apprentices was employed.

Construction—The increase in the volume of construction was noticeably reflected in placement figures for the Atlantic region. Active recruitment by local employment offices resulted in an increase in placements that exceeded the record established in 1960-61. The year's placements, at 13,629, represented an 8.9 per cent increase over the previous fiscal year.

The Commission's Atlantic region embraces four provinces and an efficient system of recruitment and transfer of workers is essential in order to facilitate their movement from one province to another, as well as within provinces. This clearance system effected the placement of 8,000 workers in employment away from their home areas. This employment was important not only to the workers but also to the industry which, in several cases, operated in remote areas.

A most valuable service was provided to applicants seeking short-term employment and to employers requiring workers for periods of six days or less. Some 27,000 workers were placed in such jobs during the year.

Transportation—Employment in transportation remained about the same as the previous year. Some increase in air and highway traffic offered employment opportunities in various localities. Freight volume held up sufficiently to provide employment for approximately the same number.

Heavy snow and consequent flooding in a number of areas, particularly in eastern New Brunswick and western Nova Scotia, caused temporary interruptions in both passenger and freight services. Extra workers for snow removal were recruited by NES. Similar recruitment was necessary on a number of occasions during the winter period in each of the four Atlantic provinces.

Trade—New shopping centres opening in each province increased the demand for workers in the retail trade. NES recruited and supplied these labour requirements, usually from the localities where the demand originated.

To meet calls for extra workers for Christmas, Easter and vacation periods, special campaigns were conducted to recruit enough workers for this short-term employment.

EXECUTIVE AND PROFESSIONAL

Executive and professional employment officers staff two points in the Atlantic region—Moncton and Halifax. In addition, a position has been established at St. John's Newfoundland, to service Memorial University. In Halifax, a full-time officer has been assigned to work at Dalhousie University.

With the growth of many universities, the next few years will see a number of these becoming large enough to warrant the provision of full-time services.

SPECIAL SERVICES

Handicapped—In the provinces of Newfoundland, Nova Scotia, New Brunswick and Prince Edward Island, 1,419 placements of handicapped persons were made by special services officers. Some 5,766 counselling interviews preceded placement. The relative scarcity of secondary industry and the shortage of local representatives of social and rehabilitation agencies limits placement activity in some provinces.

Youth—The problems of youth are much to the fore in the Atlantic region. Officers of the NES have been extending their liaison with schools, re-emphasizing the value of education on the employment market. Charlottetown and Halifax participated in very successful community career nights providing advice and counsel for students and their parents. More than 16,000 counselling interviews were given to young people.

Vocational Training—All provinces were very active in this field during the past year. The NES directed or referred nearly 4,700 persons to training.

In New Brunswick, basic courses for skill development were provided on a wide scale. Instruction was given at 63 centres throughout the province. Several vocational and technical schools were under construction during the period, auguring well for the continuation of emphasis on training.

Veterans—The problems of veterans are similar to those throughout the rest of the country. Counselling and assistance in employment and DVA matters were provided, and close liaison was maintained with the Department of Veterans Affairs. Nearly 9,500 veterans were placed during the period.

EMPLOYMENT OF WOMEN

Women made up 24.7 per cent of the total labour force in the Maritimes. Employment activity was chiefly in the clerical, sales and service occupations. Most of the industrial openings were concerned with food processing and textiles.

New Brunswick and Nova Scotia, in particular, are endeavouring to expand the tourist industry. Recognizing that good service attracts that type of business, training courses were organized for workers in the food service industry. In the spring of 1961, cooks, managers and hostesses were trained in Nova Scotia, and, a year later, those courses were repeated and a course for waitresses introduced. Although much of the employment in the tourist industry is seasonal, it is proving attractive to women and all courses have been filled to capacity.

WINTER EMPLOYMENT CAMPAIGN

In the Atlantic provinces, enterprising and productive winter employment campaigns were carried out during the fiscal year by 28 local offices. Of these, 26

were successful in forming local winter employment committees. These committees were made up of representatives of municipal government, Chambers of Commerce, service clubs, and other community associations.

To augment the national newspaper advertising program, in this area alone some 35,000 column inches of space was sponsored by various local firms and groups. In addition, 30 editorials and 386 newspaper items were contributed by 50 newspapers, along with 130 pictures and cartoons.

In radio and television, wide-spread publicity was obtained through 32 radio stations and 10 TV stations in the four provinces. As a public service, 149 hours on radio and 118 hours on television were provided. This was in addition to the government-paid advertising allotted to these media.

In some local areas, the clergy gave valuable support to the campaign. This included displays of posters in parish halls, announcements from pulpits, and publicity items in bulletins and other church periodicals.

In addition to the regular publicity media, other methods of obtaining publicity and maintaining the impetus of the campaign were utilized. One medium-sized local office conducted a telephone campaign in co-operation with the local Council of Women. All home owners were called and urged to start any necessary renovating, remodelling, or decorating during the campaign.

A large Maritime city held a "Do It Now" parade which focused attention on the campaign and the value of keeping employment at the highest possible level during the winter months. As a public service, a large New Brunswick bakery produced a "Do It Now" wrapper for its products and in this type of promotion some 400,000 wrappers were used.

NES local office personnel, committee chairmen and members took part in 40 panel discussions, speeches and interviews. Results have indicated that this type of approach to the seasonal employment problem is beneficial in the work of gaining public support.

Results of the campaign in the Atlantic provinces showed that many jobs were done which would have normally been left over to be completed in the spring and summer.

REGIONAL EMPLOYMENT COMMITTEE

The Atlantic Regional Employment Committee met on three occasions during the fiscal year; in June and September, 1961, and in January, 1962.

In September, the Atlantic Regional Committee met jointly with the National Employment Committee. Arising out of this meeting, the National Employment Committee endorsed, and submitted to the Commission, resolutions pertaining to NES participation in the hiring of workers on government contracts and the mailing of unemployment insurance benefits. At the January meeting, the Regional Employment Committee dealt with a number of resolutions relating to seasonal unemployment in the Atlantic provinces.

Sixteen local employment committees were active in the Atlantic region during the fiscal year. These were located at: St. John's, Newfoundland; Amherst, Halifax, Kentville, New Glasgow, Sydney and Yarmouth, Nova Scotia; Bathurst, Campbellton, Fredericton, Edmundston, Moncton, Saint John, St. Stephen, New Brunswick; and at Charlottetown and Summerside, Prince Edward Island.

UNEMPLOYMENT INSURANCE

During the year, local offices in the four Atlantic provinces issued 3,982 coverage rulings. In addition, 1,013 such rulings were issued by head office arising out of questions coming from these four provinces.

At March 31, 1962, there were 31,779 employers in these provinces registered with the Commission as employing insurable employees; this was a decrease of 18 from the previous year. In contrast, the number of employees who renewed their contribution records, or were insured for the first time, increased from 475,031 in 1960-61 to 498,137 in 1961-62.

A total of 254,556 claims were computed or recomputed, a decrease of 17,842 (6.5 per cent) from the previous year. The post audit of 56,147 terminated claims disclosed that 1,776 claimants (3.2 per cent) had made misrepresentations in order to collect benefit payments. This resulted in the establishment of a number of disqualifications reducing future entitlement to benefit as well as the prosecution and fining of other claimants.

A total of 226,495 claims were processed from offices in this area, a decrease of 10,622 (4.5 per cent) from the previous year. Of this total, regular benefit was established for 114,132 (50.4 per cent), seasonal benefit for 93,260 (41.2 per cent) and the remaining 8.4 per cent, or 19,103, failed to qualify for any type of benefit.

Adjudication of 181,733 initial claims on which claimants fulfilled the contribution requirements in the first instance resulted in 15,325 (8.4 per cent) disqualifications. In addition, a further 120,018 decisions were issued covering renewal claims filed during the currency of a benefit period, those on which questions arose on continuing claims, and those where the qualifying requirements were subsequently fulfilled; of these 27,497 (22.9 per cent) resulted in disqualification. There were 37,077 disqualifications imposed on claims on which entitlement had otherwise been established, an increase of 9.3 per cent over the previous year.

A total of 1,305 applications to have claims antedated were received from the Atlantic provinces during the year; of these 323 were approved. Applications for extension of the qualifying period numbered 2,404, of which 1,985 were allowed.

TECHNICAL SERVICES

AUDIT

Fishing audits continued to be time-consuming and difficult. Two auditors and an enforcement officer made audits and investigations by charter boat in the Placentia Bay area of the south coast of Newfoundland.

The Moncton district office was demolished by fire in January, 1961, and that office operated under considerable difficulty during the year owing to the loss of records and files which took some time to rebuild.

A conference of district auditors was held in March.

INVESTIGATION—ENFORCEMENT

Enforcement coverage in Newfoundland was extended during 1961 by the addition of a third officer at St. John's. It is interesting to observe that much of the investigation work in Newfoundland can only be done in the summer when both auditors and enforcement officers travel by boat from one point to another during a period of two or three months.

Enforcement officers throughout the Atlantic region continued to work very closely with the Unemployment Insurance Commission auditors investigating cases involving both fishermen and persons employed in the lumber industry.

The change in regulations concerning the purchase of stamps for casual employment reduced the number of investigations in this field and allowed enforcement officers to spend more time on other work.

REPORT OF ACTIVITIES BY REGION

QUEBEC REGION

EMPLOYMENT

SERVICE TO INDUSTRIES

Primary Industries—There was relative stability in the labour force of the operating mines during the fiscal year. However, the vast iron ore developments in the Sept Iles local office area, on the north shore of the St. Lawrence, created numerous new job opportunities for mine workers of all types and, in particular, for workers experienced in the use and maintenance of modern mining machinery and equipment. Particular emphasis was placed by NES on recruitment of the highly skilled technical personnel required to install and operate automatic mining equipment. Interviews with prospective technicians were conducted in all provinces of Canada to meet these demands. Particular difficulty was met in the recruitment of electronic technicians at a time when these workers were in strong demand in other industries.

NES was instrumental in recruiting many of the displaced miners from the uranium camps in Ontario for some of the gold and base metals mines in western Quebec.

During the fiscal year, NES in Quebec recorded 1,794 placements in the mining industry.

Employment in forestry operations in Quebec was, on the whole, less favourable than during the previous year. Following a period of fluctuation, demand increased seasonally, in May and June, with more men at work than in the closing months of the previous period. However, fewer workers were on operations in the second half of 1961 than in the previous year. The peak employment period from September to December showed a weekly average of only 19,600 men on operations as compared to 25,200 during the same period in 1960.

Recruitment of Canadian woods workers in Quebec for U.S.A. operators was successful in that a considerable number of Quebec workers living close to the border were employed. Liaison was maintained by NES with American contractors seeking woods workers from the Canadian side.

During the fiscal year, NES offices in Quebec recorded 16,085 placements, a reduction of 18.7 per cent from the placement total of the previous year.

NES was successful in increasing agricultural placements in Quebec by 45.2 per cent over the previous fiscal year.

The northern and southern zone offices in Montreal operated a day-haul service to supply day labour to market gardeners located in the outskirts of the city.

For the first time, a temporary National Employment Office was opened at l'Assomption, in the Joliette local office area, to serve growers located beyond the eastern limits of Montreal. During the season, 1,061 workers were placed by this temporary office.

Several hundred apple harvesters were recruited by NES in Quebec for orchardists located in six different local office areas. In addition, 88 apple harvesters from Vermont were required for Canadian orchards close to the border.

Selected NES offices in Quebec recruited a total of 218 workers to help pick the apple crops in New York, Vermont and Maine.

Designated offices in Quebec recruited a total of 4,239 potato harvesters for growers in Aroostook County, Maine. For the recruitment of these harvesters, three temporary recruiting stations were opened in the Riviere-du-Loup local office area. At harvest time, a temporary office was opened close to the border, where the workers were processed and arrangements made to transport them to potato farms in Maine.

By the end of the fiscal year, NES in Quebec had made a total of 23,901 placements in agriculture. This was an increase of 7,439 placements over the previous year.

Manufacturing—Employment in manufacturing, despite a rather slow start at the beginning of the year, rose above the previous year's level; as a result, opportunities for serving both applicants and employers increased.

An accelerated and expanded program of visits to all industrial employers, together with other special projects to develop employment opportunities, were effective in increasing vacancies listed with NES offices. Manufacturing placements showed a corresponding rise. On the whole, employers' demands for labour were readily supplied and there were no significant shortages of applicants.

Construction—Residential building, up 17 per cent from last year, accounted for much of the increased activity in the construction industry in Quebec. Other types of construction also rose, but to a much lesser extent than housing.

Shortages of skilled tradesmen, such as bricklayers, masons and plasterers developed in a number of areas during peak demand periods of summer and fall seasons. These seasonal shortages were eased considerably by transferring workers from one district to another as jobs were completed and as workers became available for transfer.

A total of 36,708 regular placements were made, and, in addition, 3,209 workers were placed in short-duration jobs of six days or less. Some 1,910 workers available for transfer were moved to employment outside their home areas. The mobility of workers in this industry is extremely valuable to contractors.

Transportation—Heavy snow and severe storms caused transportation firms to employ extra workers for short-term employment. NES handled most of this recruitment. Radio and television facilities were used in some areas to recruit workers on short notice and to meet emergency situations.

Regular employment in highway and air transportation increased and both technical and semi-skilled workers were in demand. NES supplied all these labour requirements, resorting, when necessary, to recruitment in other areas through clearance facilities.

Trade—Wholesalers and retailers benefited from better business conditions during this period. As a result, more employment opportunities were available in both branches of trade. Also, many new retail establishments opened and NES, in most instances, supplied the total labour requirements of the industry.

EXECUTIVE AND PROFESSIONAL

The principal feature for the year was the persistent shortage of well-qualified applicants in the technical group of occupations. Suitable employment was found for most applicants who possessed the educational and experience requirements

for their sphere of activity. Most of the placements were made in the civil, mechanical, and electrical engineering fields, chemistry, teaching, accounting, management, nursing, sales, and drafting (structural and architectural).

The student placement service provided at the University of Sherbrooke came into full operation during the year. The remaining six student placement offices operating on a full-time basis showed good progress and further favourable developments can be expected.

SPECIAL SERVICES

Handicapped—During the year, 35,793 counselling interviews were conducted and 5,479 applicants were placed. Successful campaigns known as "Employ the Handicapped Week" were held in Montreal and other places. The signing of the Federal-Provincial training agreement by the province in November, 1960, gave added impetus to community plans to assist the handicapped to become self-supporting.

Youth—During the year, education authorities provided counsellors and testing facilities for schools in the larger cities. NES co-operated closely with the schools, visiting and addressing students to promote the "Stay in School" program. NES also co-operated enthusiastically with community groups interested in the problems of youth, particularly the employment of entry applicants. A total of 56,744 counselling interviews were conducted with young persons.

Vocational Training—Exceptional interest and activity were shown in vocational training and nearly 5,800 men and women commenced training. Courses were established in some 118 training centres and NES employment committees co-operated closely with provincial and local authorities in vocational training matters.

Veterans—Registration of veterans followed the previous pattern. A steady rise began in the autumn and continued until April, when a decline began which continued until the end of the summer—a reflection of the seasonal pattern in many primary industries and service occupations. Most of the veterans are approaching the age-groups which, accompanied by physical impairments, restrict to a considerable extent their placement. Assistance and counselling were provided on employment problems and DVA matters. Nearly 6,900 veterans were placed during the fiscal year.

EMPLOYMENT OF WOMEN

The women's labour force in Quebec increased 1.5 per cent and was 25.5 per cent of the total labour force in that province. Increased activity in many sectors of the labour market resulted in a 24.2 per cent increase in women's placements which were 31.0 per cent of the total placements in the region.

Retail trade, primary and secondary textile industries, and leather products accounted for a large portion of the demand. Almost half of all women's placements in manufacturing were in the clothing industry. More women than formerly were needed to harvest the fruit and vegetable crops and to process them in the canneries. A greater demand than in previous years for part-time workers was met by married women entering the labour force.

WINTER EMPLOYMENT CAMPAIGNS

Fifty local offices in Quebec reported activity in the field of winter employment. Forty-three offices formed winter employment committees and conducted the campaigns with this community support.

To add impetus to the national government newspaper advertising, various interested and public-spirited firms and organizations sponsored an additional 28,000 column inches of coverage, an increase of 10 per cent over 1960-61. Editorials, news items, and pictures provided an additional 26,000 column inches of coverage. Through the support of 49 radio and 18 TV stations, public service and sponsored time donated to the campaign totalled 135 hours and 30 hours respectively.

Full use was made of all regular publicity media—newspaper, radio and television. In addition, other methods of obtaining publicity and gaining support for the campaign were found to be of value. Publicity of this type was given by the clergy and reports indicated that winter employment campaign messages appeared in 350 church periodicals which were read by over 1,000,000 people. Telephone contact programs, organized by local winter employment committees and using members of various organizations, resulted in thousands of telephone calls being made to home owners suggesting that jobs planned for spring and summer be undertaken in the winter months. One urban centre with a population of 50,000 people reported that 6,000 calls were made, and this resulted in many jobs being completed which a few years ago would have been carried over until spring.

Parades were found to be an advantageous means of promoting the campaign. Thirteen parades, using a total of over 500 floats, were organized in communities of all sizes. Chairmen of local committees, members, and NES officers participated in over 200 speeches, interviews and panel discussions. Reports indicate that gratifying results were obtained by this type of publicity.

An outstanding example of public assistance was reported by a metropolitan office. An association of electrical contractors contributed \$10,000 in paid publicity to promote electrical work during February and March. This amount was raised at a \$25 per plate dinner. The resulting advertising carried the "Do It Now" slogan and crest. Three cities conducted essay contests on ways and means of creating winter employment. Cash or merchandise prizes to the value of \$150 were donated by public-spirited individuals or firms willing to supply additional support to the campaign.

One hundred window displays were created during the campaign with assistance and material received from local offices. A wide variety of other promotional advertising was provided, including letters, pencils, notebooks, badges, book matches, blotters and bread wrappers.

REGIONAL EMPLOYMENT COMMITTEE

The Quebec Regional Employment Committee met in June and November, 1961, and in February, 1962.

In June, the Quebec Regional Employment Committee met with the National Employment Committee. Included in the subjects jointly discussed were the advisability of increasing the number of NES test units and the promotion of winter employment.

At its November and February meetings, the Quebec Regional Employment Committee gave consideration to subjects of particular interest to the Province of Quebec, and also to items of national interest, including the employment of older workers and the production of additional winter employment campaign films.

Thirteen local employment committees were active in the Quebec region. These were located at: Chicoutimi, Drummondville, Granby, Hull, Levis, Montreal, Quebec, Rouyn, Sherbrooke, St. Jérôme, Shawinigan, Trois-Rivières and Valleyfield.

UNEMPLOYMENT INSURANCE

During the year, the offices of the Commission in the Province of Quebec issued a total of 9,155 coverage rulings. In addition, head office prepared 1,758 rulings as a result of questions coming from this area.

At March 31, 1962, there were 92,107 employers in the province registered with the Commission as employing insurable employees, an increase of 1,110 over the previous year. The number of employees who renewed their contribution records or were insured for the first time decreased from 1,537,242 in 1960-61 to 1,453,580 in 1961-62. This decrease was reflected both in employees who renewed their contribution records and new entrants who were insured for the first time in that the former category was down by 78,879 and the latter by 4,783.

The number of claims computed or recomputed was 535,854, a decrease of 101,260 or 16 per cent. The 154,586 claims which were post audited disclosed that 7,383 (4.8 per cent) claimants had made misrepresentations in order to collect benefit payments. Overpayments amounting to \$169,055 were established. In addition, disqualifications reducing future entitlement to benefit and fines were imposed on a number of other claimants.

There were 484,055 new applications processed, a decrease of 80,145 (14.2 per cent) from the previous year. Entitlement to regular benefit was established for 298,903 (61.8 per cent) of these claims, seasonal benefit for 133,292 (27.5 per cent) and 51,860 (10.7 per cent) failed to qualify for any benefit.

During the year, 366,896 initial claims which fulfilled contribution requirements in the first instance had later disqualifications imposed in 40,631 (11.1 per cent) cases. In addition, 291,200 decisions were issued covering renewal claims filed during the currency of a benefit period, those on which questions arose on continuing claims, and claims where the qualifying requirements were subsequently fulfilled. Of these, 108,838 (37.4 per cent) had some form of disqualification imposed. Disqualifications imposed on claims on which entitlement had otherwise been established numbered 122,348, an increase of 10.2 per cent from the previous year.

There were 1,706 applications to have claims antedated during the year under review, of which 645 were approved. Applications for extension of the qualifying periods totalled 14,174, of which 9,642 were allowed.

TECHNICAL SERVICES

AUDIT

In Montreal, a survey was undertaken concerning the stevedore industry. The region continued to face problems due to staffing difficulties and because the long interval between audits reduces the audit coverage. However, employer compliance improved over the previous year and a substantial increase took place in the audits performed. A conference of district auditors was held in March.

INVESTIGATION—ENFORCEMENT

The year under review was, for the Quebec region, one of increased activity. The addition of new personnel was one factor which helped to raise the production of the division to its highest level, while, at the same time, individual productivity increased because of improved methods of investigation. Several new district offices were opened to provide better service and better coverage.

More severe penalties, in the form of jail sentences ranging up to six months and heavier fines, were imposed by courts against claimants who were guilty of infringements against the Act and Regulations. In addition, more publicity was received than ever before and this aided the Commission in a program designed to prevent fraud.

Considerable work was done on cases of suspected defalcation and one of these resulted in a prison term of one year.

The removal of the privilege which formerly allowed individuals to purchase unemployment insurance stamps as casual employers considerably reduced the number of infractions for unlawful possession of these stamps.

REPORTS OF ACTIVITIES BY REGION

ONTARIO REGION

EMPLOYMENT

SERVICE TO INDUSTRIES

Primary Industries—The extensive nickel and copper mining operations concentrated in the Sudbury basin provided reasonably steady employment for some 20,000 workers. NES offices reported no difficulties in providing replacements requested by these mines.

Gold mines operated with a fairly stable work force despite the closing of two mines, and NES offices were able to meet the light turnover.

The employment situation in the uranium sector of mining was seriously affected by a curtailment of operations. The large work force released presented placement problems that were not easily overcome. Most of the displaced miners were located in areas that offered few opportunities for mine work or any other employment, and, in consequence, NES offices made full use of clearance facilities to bring job opportunities in other areas in Ontario, and in other provinces, to these laid-off workers.

Additional employment was developed when silver mine operators and exploration and development companies sought out new sources of silver and, in some cases, undertook to bring former producers back in production. NES was instrumental in recruiting the required workers.

Iron ore mining improved, with more miners employed. However, in the Atikokan district of northwestern Ontario 16 years of dredging operations came to an end in early December. A large number of workers from this district, which was designated as a labour surplus area, were assisted by NES in moving to other more stable areas in Ontario and elsewhere in Canada.

During the year, NES offices in Ontario recorded a total of 1,660 placements in all branches of mining.

Despite the effects of improved methods of operations and the increased use of labour-saving equipment, NES placed 89.3 per cent more workers in the logging and pulp industries than in the previous year. Increased activity by jobbers was a contributing factor. This resulted in many large firms letting out cutting contracts to jobbers and reducing their own company operations. Jobbers, in most instances, were not equipped to recruit their labour requirements and turned to NES.

In Ontario, 3,913 placements were made in forestry during the fiscal year.

NES in Ontario made 40.3 per cent more agricultural placements than during the previous year. This increased activity resulted from increased yields in some crops and from harvesting difficulties caused by unfavourable weather.

The West Toronto day-to-day farm labour recruitment service for fruit and vegetable growers showed increased activity. A total of 147 growers were supplied with farm help in comparison to 111 in the previous year. Employment was provided for 1,634 workers for 48,446 days' work. A year earlier 37,904 day's work was provided.

A sufficient number of field workers were recruited to meet the total requirements of sugar-beet growers. There has been no need during the past two years to recruit workers outside of Ontario. Reduced acreage and increased use of precision drills and monogerm seed contributed to stabilizing seasonal farm labour requirements in this sector of agriculture.

Visits were made by head office and regional office agricultural specialists to local offices in the tobacco growing areas of Ontario. These offices met with growers' organizations and other community groups interested in the inflow of transient workers. As a result, greater control of the inflow of workers to the tobacco growing areas was obtained and better service was provided to growers. In addition to the re-opening of a temporary office at Delhi, a recruiting station was opened in the Fair Grounds at Langton. These two temporary offices helped to reduce the congregation of large numbers of transient tobacco field workers in the larger centres. In the Oshawa-Cobourg district, field visits were made to all the growers by officers of the local NES offices. NES made 9,067 placements of tobacco workers as compared to 7,136 in the previous year. Included were 2,961 skilled tobacco harvesters recruited from the southern tobacco-growing states of the U.S.A., 337 fewer than the previous year.

A total of 274 seasonal workers from the Maritimes found employment on Ontario farms. These workers, recruited and despatched by NES in the Atlantic region, were able to obtain special railway tariffs under federal-provincial farm labour agreements.

High yields and rapid maturity of fruits and vegetables created an early and heavy demand for harvesting and processing help. To cope with the situation, a temporary office was opened at Tilbury in the Chatham local office area. Through appeals to the public over radio, TV and in the press, NES was able to recruit a sufficient number of workers. There was no need to recruit help for this harvest from outside Ontario, as had been necessary during the previous year.

By the end of the fiscal year, NES in Ontario had made 28,173 placements in agriculture. This was an increase of 8,095 placements over the previous year.

Manufacturing—Production increased in most branches of the manufacturing industry and some of the larger firms carried out plant expansion and production-improvement programs. There was a noticeable increase in exports and, in the heavy machinery industry, several large contracts were received from outside Canada.

Such favourable industrial conditions resulted in increased employment and provided NES with increased opportunities for the placement of applicants. Employers' orders for manpower, from unskilled to technical and professional, increased substantially.

While demand and supply of applicants was generally in balance, there was a shortage of skilled machinists, machine operators and related skills. Recruitment of those applicants was effected by clearance to other regions. Clearance to the UK was also utilized.

Pulp and paper continued to be the major manufactured product in north-western Ontario. Most mills operated on a five-day work week. Steady employment resulted in increased demand for labour and this was satisfactorily met by NES, with occasional recourse to clearance being needed for certain skilled tradesmen.

In keeping with the increase in employment, placements in the manufacturing industry exceeded those of the previous year by approximately 30 per cent.

Construction—The total construction program amounted to approximately \$1,200,000,000, with residential, industrial and business construction reporting increases over last year.

In the Toronto Metropolitan area, many construction projects were delayed early in the year by a dispute between some of the building trades unions and contractors. Employment at other centres remained high during all periods of the year.

A special unit was set up in Toronto to facilitate the recruitment and referral of construction workers in order to meet pressing demands promptly. Clearance facilities were used to recruit skilled workers for contractors on the large Hydro project at Little Long Rapids and on northern defence construction projects.

A total of 45,875 placements were made, representing an increase of 14.3 per cent over the previous fiscal year.

Transportation—Extension of piggy-back service by railway companies had some effect on the demand for truck drivers. Heavier passenger traffic by air and highway resulted in increased employment opportunities in both fields. Labour required by transportation firms was recruited by NES without any particular problems.

Trade—Employment in both the retail and wholesale trades was lower than expected in the first quarter. This situation changed in the second quarter when employment increased considerably and continued above the previous year for the remainder of the period. Demands on NES for experienced workers increased, and, to meet the total needs of the merchants, many inexperienced workers were hired for training.

EXECUTIVE AND PROFESSIONAL

Executive and professional classifications in which shortages were particularly noted during the year included pharmacists, psychologists, social workers, librarians, nurses, medical technicians, dietitians, and engineers with specialized backgrounds in electronics, communications, data processing, and in the design and distribution of heating and ventilating equipment. A surplus of applicants was noted for office and administrative positions.

During the year, a pilot study of the central executive and professional office concept was conducted at London. This study was conclusive in proving the validity of the concept and the first stage of implementing the new plan will take place during the 1962-63 fiscal year. This first stage will include the entire region and will involve the establishment of 12 central offices. All other offices will be associated with central offices, and executive and professional services will be provided by staff working out of the central offices.

SPECIAL SERVICES

Handicapped—Nearly 7,100 handicapped applicants were placed after counselling. Most of these placements were effected as a result of direct approach to employers by special services officers. Better than 31,300 counselling interviews were conducted with handicapped applicants.

Youth—There was increased visiting of schools and much co-operation in communities with citizen groups interested in the problems of youth. The testing service provided by some larger centres was helpful to the counselling and placement of numerous drop-outs. More than 47,250 counselling interviews were given young persons entering the labour market.

Vocational Training—Training courses for the unemployed received greatly increased attention and many more such courses were given at the Provincial Institute of Trades. Full-time training co-ordinators were appointed by the Province of Ontario in 20 cities. Vocational training for the handicapped increased and enrolment in classes under Program 6 remained consistently at about 300. During the period, more than 7,900 persons undertook training.

Urban Integration of Selected Indians—This program was conducted in 11 selected offices which co-operated with the Indian Affairs Branch to successfully find employment for young persons who had received training and who wished to pursue an urban mode of living.

Veterans—Some 29,756 veterans were placed during the year, a small increase over the previous year. A heavy volume of inquiries was received from ex-service-men seeking counsel and advice about DVA benefits. Close liaison with DVA officials was maintained throughout the province.

EMPLOYMENT OF WOMEN

In the Ontario region, 28.5 per cent of the labour force was made up of women. In 1961-62, 27.4 per cent more vacancies were available for women than in the previous year and placements increased by 29.5 per cent. While some of the improvement could be attributed to increased seasonal activity, greater demand in practically all fields was the significant factor.

In professional, clerical and sales occupations, the situation was the same as in other areas in Canada—a shortage of qualified personnel. In the services, waitresses, hairdressers, skilled dry cleaning operators and household workers willing to “live in” were insufficient to meet requirements. During the summer months, orders for experienced cooks were difficult to fill. Almost 2,500 girls and women, many of them students, were placed in summer resorts and in various types of activity related to the tourist industry.

With the exception of experienced shoe stitchers, experienced power sewing machine operators and some categories of skilled workers in the primary textile and electrical trades, requirements for industrial workers were generally met promptly. More than 7,500 women were placed with canneries to process fruits and vegetables. Special projects included the recruitment of staff for exhibitions and fall fairs, for new shopping centres, supermarkets and discount stores, and for handling the Christmas mail in post offices. More married women displayed interest in part-time work, and employers, especially those engaged in retail trade and food service, hired them in increasing numbers.

WINTER EMPLOYMENT CAMPAIGN

Successful winter employment campaigns were conducted in 71 local offices in Ontario; of this number, 65 formed local winter employment campaign committees.

To augment the national advertising campaign, 150 newspapers in Ontario carried sponsored and public service advertising of a local nature, totalling 75,000 column inches; this was an increase of 10 per cent over the previous year. Additional coverage in the form of editorials, news items, and pictures amounted to 14,500 column inches.

Some 74 radio stations carried 28½ hours of sponsored and public service air time. In one local office area, an entire winter employment committee meeting was

broadcast. In the television field, 20 television stations carried 28 hours of sponsored and public service viewing time. The ratio of sponsored and public service time against paid time was 5 to 1.

Local offices arranged 43 showings of winter employment films to an audience of 2,000 interested people.

As in other regions, the clergy contributed to the success of the campaign. Winter employment information was published as editorials or news items in approximately 20 religious periodicals. Several types of posters provided by local offices were prominently displayed on bulletin boards. In addition, countless messages were announced from the pulpit. A church calendar was prepared with a "Do It Now" slogan. This item was distributed to over 10,000 homes.

Seven parades were reported, with 200 vehicles displaying winter employment publicity material. Two large towns exhibited banners on the main streets urging citizens to participate in the campaign. A large dairy contributed 100,000 bottle caps urging local support. Successful promotion in the form of essay or poster contests was yet another means of maintaining interest in the campaign.

One small local office, with the assistance of the local Chamber of Commerce, service clubs, Boy Scouts, and Girl Guides, held a one-day house-to-house "blitz". Specific results of this project indicate that the usual pattern of seasonal unemployment in the area was materially reduced.

More than 50 formal addresses were given by members of local committees or Commission personnel. Local office personnel were instrumental in persuading numerous firms to adjust their production schedules or stockpile for the spring and summer demand in order to extend their winter operations.

REGIONAL EMPLOYMENT COMMITTEE

The Ontario Regional Employment Committee held two meetings, both during November, 1961. At the November 16 meeting, the Regional Employment Committee gave consideration to resolutions received from local employment committees preparatory to submitting them to the National Employment Committee at a joint meeting held during the latter part of November. At this joint meeting, the National Employment Committee endorsed and submitted to the Commission resolutions pertaining to the stimulation of the farm implement industry in Ontario, vocational guidance publicity material, and the operation of fee-charging employment agencies.

Twenty-one local employment committees were active. These were located at: Brantford, Chatham, Cornwall, Galt, Hamilton, Kingston, Kitchener-Waterloo, London, Oakville, Oshawa, Ottawa, St. Catharines, Sarnia, Sault Ste. Marie, Simcoe, Stratford, Sudbury, Timmins, Toronto, Welland and Windsor. During the year, the manager of the Pembroke local office started proceedings to form an employment committee.

UNEMPLOYMENT INSURANCE

Local offices in the Province of Ontario issued 13,180 rulings during the year. In addition, head office gave 1,143 rulings in respect of inquiries originating in those local offices.

The number of employers registered as employing insurable employees increased by 2,108 to a total of 119,862 at March 31, 1962. The number of employees who renewed their contribution records or were insured for the first time decreased from 1,953,094 to 1,932,674. This decrease is again reflected in both new entrants and those who renewed their contribution records.

The number of claims computed or recomputed decreased by 86,160 (13.0 per cent) to a total of 572,761. There were 164,962 claims post audited, disclosing that 6,858 (4.2 per cent) claimants had made misrepresentations to obtain benefit payments. Overpayments amounting to \$156,874 were established while a number of other claimants were fined or had disqualifications imposed reducing their future entitlement to benefit.

During the year, 522,677 new applications for benefit were received, a decrease of 70,378 (11.9 per cent) from the previous year. Regular benefit periods were established for 351,919 (67.3 per cent) of these claims, seasonal benefit periods were established for 113,418 (21.7 per cent) and 57,340 (11.0 per cent) failed to qualify for any benefit.

There were 393,511 initial claims adjudicated on which claimants fulfilled the contribution requirements in the first instance. Of these, 50,143 (12.7 per cent) had disqualifications imposed. A further 339,733 decisions were issued covering renewal claims filed during the currency of a benefit period, those on which questions arose on continuing claims, and those where the qualifying requirements were subsequently fulfilled. Of this total, 100,055 (29.4 per cent) were subjected to disqualification. Disqualifications imposed on which entitlement had otherwise been established numbered 132,673, an increase of 12.4 per cent over the previous year.

Requests to have claims antedated totalled 2,179, of which 1,023 were approved. Applications for extension of the qualifying periods for such reasons as the claimant being self-employed, working in non-insurable employment or incapacitated for work totalled 12,214, of which 8,862 were allowed.

TECHNICAL SERVICES

AUDIT

The responsibility of issuing rulings regarding insurability in response to inquiries from the public, as well as from local and district offices, was assumed by the regional auditor. In addition, this officer reviews the rulings issued by the Commission's offices. A further activity was the supply, at the request of the Province of Ontario, of a team of auditors to supervise the taking of a "representation vote" at a large northern mining enterprise. A conference of district auditors was held in January.

INVESTIGATION—ENFORCEMENT

One of the more important developments in the investigation division was a 75 per cent increase in the number of enforcement officers, which resulted in a corresponding increase in all phases of enforcement activity in the region.

The new officers were taken on strength during the spring and summer of 1961 and were subjected to an intensive training program jointly prepared and conducted by the investigation division and the staff training division.

The new enforcement officers were organized into a special group and spent 70 per cent of their time conducting special investigation programs in various local office territories throughout Ontario.

During the year, the regional staff was strengthened by the addition of two senior enforcement officers and a clerical staff of 12. No territorial changes were made, but plans were completed to open three district offices in April, 1962, at London, Owen Sound and Pembroke.

In conclusion, it is felt that the enforcement program made a significant advance during the fiscal year 1961-62 owing to the increase in the number of enforcement officers and to an improvement in enforcement procedures and investigation techniques.

REPORT OF ACTIVITIES BY REGION

PRAIRIE REGION

EMPLOYMENT

SERVICE TO INDUSTRIES

Primary Industries—With the exception of some coal mines in southern Alberta, mine employment in the Prairie provinces was more active than during the previous year.

The large nickel mine at Thompson, in the The Pas local office area, went into production during the year. This mine created demand for surface and underground crews. NES worked closely with the company in the recruitment of competent workers in several provinces, and in the selection of suitable inexperienced workers for a training program to develop full-fledged miners.

Employment activity in the potash mines in Saskatchewan increased notably. A multi-million dollar expansion program was underway in the Esterhazy district. A considerable amount of exploration work was carried out in this field, and, as a result, two mines were expected to be ready for production in the near future. Drill rig workers were in surplus during the latter part of the year as oil drilling activities slackened.

Employment remained reasonably steady with a low turnover in the metal mines of the northern areas of Alberta and in the Northwest Territories. NES assisted these mines in the recruitment of replacements for these distant points. Unsettled conditions prevailed in the Lethbridge and Drumheller coal fields. As a result, mine workers were on short time during many weeks in the year. The only employment increases indicated during the fiscal year in gas and oil activities in Alberta were in the geophysical field. These are expected to continue in 1962.

During the fiscal year, National Employment Offices in the Prairie provinces made a total of 5,474 placements in mining.

Forest fires severely restricted employment in forestry during the summer months, and, because of this, large scale timber operations were planned for the winter months. However, during the winter months heavy snowfalls restricted operations in some areas. Under these circumstances, National Employment Offices in the Prairies placed fewer woods workers in forestry than during the previous year.

There was a slight decrease in NES activity in Manitoba in comparison to the previous period, as fewer workers were employed.

Forest fires seriously curtailed logging operations in Saskatchewan during most of the summer months. However, with the coming of winter, woods operations gained momentum in the northern areas. Although a good portion of this work force is readily available from farms and Indian reservations in the immediate vicinity of the cutting areas, NES provided a limited degree of service.

In Alberta, although large stockpiles of lumber were on hand at the beginning of the period, the production of logs for pulp wood and veneer increased. NES was successful in supplying employers' labour requirements and, as a shortage of qualified sawyers and edgemen developed, NES used its clearance system to recruit these skilled workers from other areas.

There were 2,965 placements made in forestry by NES in the Prairie provinces during the period, a decrease of 17.2 per cent in comparison to the previous year.

Drought conditions seriously affected agricultural employment. Crop yields were well below the ten-year average, resulting in a decrease in the demand for farm workers. Because of this, NES made 13.3 per cent fewer placements than in the previous year. There was no need for NES to organize a movement of grain harvesters from the East as in earlier years.

In spite of the situation in the grain fields, new processing plants were established at various points in Manitoba to handle special crops. As a result, a number of the workers required were recruited by NES. By the end of the season, NES in Manitoba had placed 1,550 workers on farms; these included some 200 Indians.

With much of the crop lost or salvaged for fodder, the yield per acre in Saskatchewan was reduced. Because of a rapidly completed harvest, farmers required NES assistance to a lesser degree. On the other hand, in northern Saskatchewan, NES recruited and despatched some 860 Indian workers to the sugar-beet fields in the Lethbridge area of Alberta.

Agricultural employment in Alberta was better than elsewhere in the Prairies in spite of the general drought. In the irrigated districts to the south, where canning crops as well as sugar-beets and special crops are grown, processing plants required a good number of additional workers. Some 540 Indian sugar-beet workers were recruited in northern Alberta and despatched under assisted transportation arrangements. A temporary recruiting office at Brooks, Alberta made 475 agricultural placements during the season.

NES in the Prairie provinces made 12,203 farm placements during the fiscal year, a decrease of 1,869 from the previous year.

Manufacturing—A number of manufacturing plants were established in smaller centres during the year. These included food and beverage plants, wearing apparel factories, and establishments connected with wood products and non-metallic mineral products. Most of these new establishments made extensive use of NES offices for the recruitment of their staff. Job vacancies registered with NES by manufacturing employers were higher than in the previous year and this resulted in manufacturing placements being some 4,000 higher.

In Manitoba, increased construction of food processing, clothing, wood products and other factories in the outlying cities and towns was due, in part, to the formation of local community development boards. Some outstanding examples were: potato processing plants, wood particle board plants and clothing and hat and cap manufacturing establishments. NES was used extensively for staffing these establishments. In the farm equipment industry, the demand for labour was lighter. On the whole, NES was able to meet all labour requirements in manufacturing industries.

In Saskatchewan, the severe drought resulted in a reduced demand for farm implements and other manufactured farm supplies. This caused a reduction in employment in those industries. However, steady employment prevailed in the manufacture of foods and beverages, dairy products, and in vegetable oil processing. Where lay-offs occurred, NES was usually able to relocate personnel in suitable jobs in other centres. Manufacturing demands for labour were generally met throughout the year and no acute shortages of skilled manpower were reported.

In Alberta, most manufacturing industries maintained a steady level of production; in some cases, such as in the iron and steel industry, production was increased. In the meat packing industry, several new plants were built. As a result, employment rose slightly and there were demands for additional workers. No serious shortage of manpower was encountered.

Construction—Recruitment of workers for contractors increased by 16.4 per cent over the previous fiscal year. Large scale Hydro-electric projects and pipeline construction contributed substantially. The National Employment Service played an important role in recruiting labour for those projects.

NES supplied workers to contractors engaged on the Grand Rapids Hydro project in Manitoba, the Squaw Rapids Dam in North Saskatchewan, the South Saskatchewan River Dam and the Waterton River Dam in southern Alberta. At the Squaw Rapids Dam and the Grand Rapids Hydro project, NES was used exclusively for the recruitment of workers required.

Pipeline construction for the export of Alberta natural gas to the United States provided a great volume of employment for pipeline workers. Many of those workers were supplied through NES.

Transportation—Employment increased in proportion to increases in freight volume and passenger traffic, with NES recruiting for railway companies, air lines, bus lines and transport companies.

Several new railway branch lines were authorized for districts in Alberta and the Northwest Territories. NES supplied most of the labour requirements. No special recruitment problems were encountered and in most instances labour was supplied as required.

Trade—The severe drought experienced in some areas apparently did not affect the over-all buoyant condition in trade of the three provinces. Expansion of both retail and wholesale establishments was reported. Employment opportunities increased and NES supplied more workers to the industry than in former years. In a number of instances, the staff required by all merchants in new shopping centres was supplied by NES.

EXECUTIVE AND PROFESSIONAL

There was a marked increase in the volume of work handled in executive and professional classifications during the year. There were shortages of experienced engineers, architects, draftsmen and qualified female professional workers.

Developments in the services provided to universities, colleges, and technological institutes were important in all provinces. In Alberta, the NES office at the Southern Alberta Institute of Technology was fully established. Substantial developments at the University of Saskatchewan, Regina Campus, will require the services of full-time personnel in the near future. United College, Winnipeg, is continuing its development separately to that planned for the University of Manitoba and the extension of placement services has been necessary. Arrangements were concluded with the Lakehead College of Arts, Science and Technology, Port Arthur, for the provision of an NES student placement service on an itinerant basis.

SPECIAL SERVICES

Handicapped—About 700 handicapped applicants were placed in Manitoba after approximately 5,500 counselling interviews. Close liaison with social agencies facilitated placement because of mutual provision of information.

The appointment of an employment liaison officer provided close liaison with Saskatchewan rehabilitation authorities and the excellent co-operation resulted in many placements of severely handicapped applicants. Placements numbered better than 850 and more than 4,500 counselling interviews were conducted.

With the appointment of an employment liaison officer in Alberta, closer liaison was possible between NES and various government departments and social agencies involved with rehabilitation. More than 8,000 employment counselling interviews were conducted in local offices and about 1,700 applicants were placed.

Youth—In Manitoba, nearly 11,000 counselling interviews were held with entry applicants. The majority entered employment and approximately 10 per cent decided to continue their schooling.

A total of 7,739 counselling interviews were conducted with young persons in Saskatchewan. More than a hundred returned to their studies after counselling. A number of the schools were visited by NES officers to stress the value of graduation.

During the period, there was a noticeable increase in young persons seeking apprenticeship training in Alberta; approximately 700 registered in Calgary during January, 1962. Vocational up-grading training was widely advertised and many classes were started. New technical and vocational schools presently under construction will widen the training opportunities for young people. Counselling interviews with youth totalled more than 17,500.

Vocational Training—Some 1,745 applicants received vocational training in Manitoba during the year. It is expected that the accommodation for about 2,000 students at the new Manitoba Institute of Technology will be utilized to the maximum.

In Saskatchewan, approximately 1,200 persons were referred or directed to vocational training courses during the year. There was considerable interest in first and second year apprenticeship training courses. An addition to the Institute of Technology in Moose Jaw is expected to accommodate the increasing number of applicants desiring training. Two new vocational schools are planned for Saskatoon and Prince Albert.

In addition to trades training and other training available in Alberta, instruction was provided in pipeline welding, including big-inch welding. The construction of new schools made available more facilities for up-grading the skills of the labour force. Better than 1,700 persons enrolled in vocational courses.

Veterans—A total of 4,841 veterans were placed in Manitoba. In addition, many received assistance with employment and DVA problems.

In Saskatchewan, the counselling service was extended to veterans desiring it. Placement of veterans totalled 2,642 for the period.

As usual, the number of veterans registered for employment in Alberta conformed to the seasonal pattern. During the period, over 6,000 veterans were placed.

Urban Integration of Selected Indians—As in other provinces where this program has been established, co-operation by NES in Saskatchewan with the Indian Affairs Branch has made possible successful placement of selected young Indians.

In Alberta, also, close liaison was maintained with the Indian Affairs Branch in implementing the urban integration program. Many of the members of this group who completed training courses were successfully placed in employment.

EMPLOYMENT OF WOMEN

In the Prairie region, the women's labour force was 26.6 per cent of the total, while women's placements made up 31.1 per cent of all placements. More of the job-seekers than previously were married women and many were new entrants to the labour force.

In northwestern Ontario, women were employed for the first time in a car and foundry firm as harness and wire assemblers. A graduating class of certified nursing assistants was readily absorbed by the local hospitals through the assistance of NES.

Although practical nursing classes in Manitoba had full enrolments, the number of graduates did not meet the demand. Manufacturers of leather products, secondary textiles and furs displayed more interest in trainees than in recent years.

In the textile industry in Saskatchewan, some employers changed their policy and instead of employing young, single girls, turned to married women in the mature age group. Some trainees were accepted by glass manufacturers and meat packing plants.

There was an increased demand for experienced stenographers in the larger centres in Alberta and there was a greater demand than usual for qualified office workers for employment in isolated areas. The University of Alberta instituted a two-year course for dental assistants which, in another year, should help to relieve the shortage of these workers.

WINTER EMPLOYMENT CAMPAIGN

Thirty-two local offices are located in the Prairie provinces and, of these, 30 conducted winter employment campaigns. In 22 offices, the campaigns were assisted by local winter employment campaign committees. As in the other regions, government-paid advertising was supplemented by some 41,000 column inches of sponsored or public service advertising. Newspaper coverage, including pictures, news items, and editorials, accounted for an additional 5,000 inches in 96 newspapers. Nineteen hours of government-paid advertising were aired by 45 radio stations. In addition, 328 hours were of the public service or sponsored type of advertising. Twenty TV stations contributed, as a public service, time amounting to 50 hours.

Films pertaining to winter employment were presented by NES personnel to 30 interested organizations and 50 panel discussions and speeches were undertaken. As in other regions, the clergy assisted ably.

In 15 local office areas, announcements from the pulpit and advice in church bulletins assisted in keeping the public aware of the winter employment campaign.

Two local offices reported a display of street-wide banners for the duration of the campaign. Truck parades featuring government-supplied posters, stickers, etc., were used to inaugurate the campaign in two large cities.

In a Saskatchewan local office area, the local Council of Women carried out a telephone poll of householders. All homes were urged to support the campaign, pointing out that by doing so citizens were helping to combat winter unemployment. To maintain impetus to the campaign, the same organization arranged a coffee party in a downtown department store. Displays of the Commission's winter employment campaign advertising were used to highlight the gathering.

One large town reported an essay contest. The winners appeared on television and were awarded valuable prizes donated by public-spirited local businessmen.

Many merchants throughout the Prairie provinces devoted window displays to the campaign. Reports indicate that a great number of workers were gainfully employed over the winter when normally they would have experienced a period of seasonal unemployment.

REGIONAL EMPLOYMENT COMMITTEE

The Prairie Regional Employment Committee met in June and November, 1961, and in March, 1962.

Included in the subjects discussed were: NES participation in the recruitment of forest fire fighters, and employment service to applicants for casual or part-time employment.

Eleven local employment committees were active during the fiscal year. In Manitoba, there were local employment committees located at Brandon and Winnipeg. In Saskatchewan, committees were located at Moose Jaw, Prince Albert, Regina and Saskatoon, and in Alberta at Calgary, Edmonton, Lethbridge and Medicine Hat. The twin cities of Port Arthur and Fort William, located in the northwestern portion of Ontario, are served by the Lakehead local employment committee.

UNEMPLOYMENT INSURANCE

Local offices in the Prairie region issued a total of 3,934 rulings during the year, while head office gave 605 rulings in respect of inquiries originating in local offices.

The number of employers registered as employing insurable employees increased during the year by 528 to a total of 56,428 at March 31, 1962. The number of employees who renewed their contribution records or were insured for the first time increased from 716,116 at March 31, 1961, to 734,240 at March 31, 1962.

The number of claims computed or recomputed decreased by 10,700 (4.4 per cent) to a total of 235,098 for the year. There were 51,540 claims post audited and these revealed that 1,283 (2.5 per cent) claimants had made misrepresentations to obtain benefit payments. Overpayments amounting to \$38,288 were established. In addition, disqualifications reducing future entitlement to benefit were also imposed and other claimants were prosecuted and fined.

A total of 212,510 initial claims were processed, a decrease of 8,990 (4.0 per cent) from the previous year. Of these, 132,032 (62.1 per cent) were established for regular benefit, 55,081 (25.9 per cent) were established for seasonal benefit, and 25,397 (12.0 per cent) failed to qualify for any type of benefit.

During the year, there were 161,669 initial claims adjudicated on which claimants fulfilled the contribution requirements in the original instance. Of this number, 19,898 (12.3 per cent) were subjected to disqualification. In addition, 109,484 decisions were issued covering renewal claims filed during the currency of a benefit period, those on which questions arose on continuing claims, and those where the qualifying requirements were subsequently fulfilled. Of these, 28,871 (27.3 per cent) had a disqualification imposed. Disqualifications on claims on which entitlement had otherwise been established numbered 44,423, an increase of 11.4 per cent from the previous year.

Applications to have claims antedated totalled 752 of which 300 were approved. There were 3,938 applications for extension of the qualifying periods, of which 2,993 were allowed.

TECHNICAL SERVICES

AUDIT

The regional auditor assumed the role of coverage officer as in Ontario. The region continues to enjoy the highest percentage of accomplishment and highest individual audit production.

INVESTIGATION—ENFORCEMENT

Total investigations in the Prairie region for the fiscal year numbered 14,839, as compared to 6,715 in the previous year. Of these, 3,212 were cases of persons suspected of having made false statements in connection with their claims for unemployment insurance benefits. Routine or spot checks and miscellaneous accounted for the remaining 11,627 investigations.

One of the outstanding features of the year's operations was the introduction of a modified routine or spot check type of investigation. Of a total of 6,666 cases, 1,401 claimants were disqualified from receiving benefits mainly on the ground of not being available for employment.

REPORT OF ACTIVITIES BY REGION

PACIFIC REGION

EMPLOYMENT

SERVICE TO INDUSTRIES

Primary Industries—The British Columbia mining industry recorded the most active year in its history. While only one major new mine went into production during 1961, construction of new mills and service buildings was underway at six other locations. These are all large operations which will greatly strengthen the economy. In the majority of cases, construction workers and equipment operators for stripping operations were recruited by NES.

In the Michel area, coal production was reasonably steady and some expansion was planned to meet possible increased tonnage for export.

In the Yukon Territory, work crews for the major hydraulic gold mining operations, which are seasonal in nature, were again recruited by NES. There were 1,249 placements of mine workers made in British Columbia and the Yukon Territory through NES.

Fishing on the Pacific coast was highly productive and resulted in a small increase in employment. During the year, plans were finalized for the resumption of whaling operations after several years of inactivity. These new plans call for whaling on a much larger scale than was attempted in former years. This has produced a slight rise in employment and further increases are likely as the industry expands. NES is working closely with the companies in the recruitment of skilled workers experienced in the use of modern equipment and methods. Some of the whalers were recruited for this operation from Canada's east coast.

Employment in logging operations was severely curtailed during the summer months owing to extended area closures because of fire hazards. Timber losses occurred mainly in the central areas, where NES assisted in recruiting and despatching large numbers of fire fighters to cope with the situation.

Coastal sawmills operated without interruption during the year and, although stockpiles were depleted rapidly because of the fire closures, none of the mills had to close down on account of log shortages. This phase of the industry in British Columbia employed large numbers of workers and NES was of great assistance in supplying the required skilled and semi-skilled workers.

Placements made in the forestry industry totalled 5,418, an increase of 40.2 per cent over the previous period.

Another good year was experienced in farm placement activities. In close co-operation with provincial agricultural officials, an increased number of farm workers were recruited by nine local offices serving major agricultural areas. In addition, nine temporary field officers were engaged under federal-provincial farm labour agreements to take care of the employment needs of growers in outlying districts. These temporary placement officers were under the supervision of NES regional officers and worked closely with local offices.

There were 39,054 placements made in agriculture, an increase of 13.9 per cent over the previous year.

Manufacturing—Manufacturing production increased considerably after the first quarter of the year. The shipbuilding, iron, steel, and wood products industries, in particular, reached higher levels of employment.

NES was able to meet manufacturing demands for labour without undue difficulty, although clearance to other areas was sometimes necessary in the recruitment of certain classes of highly-skilled workers.

Construction—Placements of construction workers in British Columbia increased 17.5 per cent over the previous year. Two of the major construction projects were the gas pipeline in southeastern British Columbia and the 500-mile crude oil line from the Peace River district.

Towards the end of the year, contracts were awarded to start the Peace River Power and Development Project. NES successfully recruited for these contracts and it is planned that NES will do the recruitment for the whole project. This large project in the Peace River district will take close to 10 years to complete.

Transportation—Employment in transportation was higher than in most periods of last year. NES recruited most of the additional help required by railways, air lines and trucking firms as well as the extra workers required to meet demands resulting from the high volume of grain handled through the deep-sea grain loading harbour facilities.

Trade—Retail and wholesale trades employed a larger proportion of the labour force this year. NES recruited and supplied most of the workers for the industry. A considerable number of new entries to the labour market were placed in trade occupations as trainees in modern merchandising methods.

EXECUTIVE AND PROFESSIONAL

Improvements in the regional economy were a factor in the growing diversification of the occupational categories handled during the year. Occupational classifications which were in short supply included engineers, metallurgists, librarians, nurses, social workers and draftsmen. Those classifications in which there was a surplus of experienced individuals included accounting, and executive and managerial occupations.

The student placement service was extended to the three established universities and colleges in British Columbia, with the completion of arrangements for providing a part-time service to Notre Dame University College in Nelson. Arrangements were also made to extend NES service at Victoria College to a full-time service, working from premises on the campus.

SPECIAL SERVICES

Handicapped—A total of 1,486 handicapped applicants were placed following personal representation on their behalf by special services officers. Most of these people required extensive counselling prior to placement; a total of 13,189 counselling interviews were held. The appointment of an employment liaison officer has done much to facilitate placement of rehabilitated persons.

Youth—NES worked closely with schools and the community on behalf of youth. Career night counselling programs were held in most centres. Visits to 437 schools were made to address students on the world of work and the need for a good education. During the year, some 5,482 school drop-outs registered for work; after counselling, about 10 per cent returned to school. In all, 21,500 counselling interviews were held with young persons.

Vocational Training—Interest in vocational training was maintained throughout the period. The number of interviews increased sharply and 2,187 persons commenced training; about 60 per cent of the trainees were in the age group 20 to 44 and nine per cent in the 45 and over group. Little difficulty was encountered in placing trainees who completed their courses with good marks.

Urban Integration of Selected Indians—During the year, the service was extended and now operates in four localities. Close co-operation with the Indian Affairs Branch has resulted in the successful integration of a number of Indians.

Veterans—Much of the special service to veterans consisted of counselling older men seeking assistance with employment and DVA benefits. The continued observance of veteran's preference is demonstrated in the more than 7,866 placements.

EMPLOYMENT OF WOMEN

A 3.8 per cent increase in the women's labour force, which was 25.4 per cent of the total labour force, and a greater demand for women workers in the service industries was reflected in an increase of 12.1 per cent in placements over the preceding year.

About 25 per cent of the women placed found short-term jobs as sales clerks for special sales, post office helpers for the Christmas season, as harvesters, processors and packers for fruit and vegetable crops, and also as waitresses and kitchen helpers for special occasions. Legal offices, financial houses and insurance companies had a continuing demand for qualified typists and stenographers and the supply was inadequate. Attractive openings were available for saleswomen with experience in selling ladies' ready-to-wear, women's accessories, drugs, and cosmetics but few suitable applicants could be found.

With the exception of experienced power sewing machine operators, who were in short supply throughout most of the year, industrial workers were surplus to requirements. Casual domestic day workers were available as required and at some seasons of the year exceeded the demand. On the other hand, household service workers to fill positions requiring them to "live in" were far too few to fill more than a fraction of the orders.

WINTER EMPLOYMENT CAMPAIGN

The Commission maintains 22 local offices in British Columbia and one at Whitehorse in the Yukon Territory. With one exception, winter employment campaigns were carried on by these offices. Government-paid newspaper advertising amounted to 7,000 column inches. Sponsored newspaper advertising amounted to an additional 25,000 column inches. Editorials, news articles, and pictures added an additional 10,500 inches of coverage. An outstanding contribution supplied by the newspapers in seven areas was the publishing of supplements of varying sizes dealing directly with the winter employment campaign.

Twenty-six radio and nine television stations contributed substantially by providing minute or spot announcements as a public service. Radio time totalled about 110 hours. Television viewing time devoted to the winter employment campaign amounted to some 14½ hours. Supplementing the above figures, government-paid radio and TV time totalled 16 hours.

Statistics show that 13 interested organizations viewed winter employment films. Twenty talks and panel discussions were undertaken by committee chairmen or NES office personnel. Three localities reported essay contests for school children and two localities publicized the campaign by conducting contests for the design

of campaign posters. One large metropolitan area office reported that a lumber dealer supplied and distributed some 10,000 copies of a wall calendar featuring "Do It Now" publicity. At a construction convention, a "Do It Now" display was erected; material provided by the local office was distributed.

The clergy added their support in the form of bulletins, signs, and countless messages from the pulpit. In many localities, individual church groups co-operated with the local office in the distribution of publicity material and participated in surveys and telephone campaigns. Several areas reported that industry helped the campaign by planning in the summer and arranging production schedules to maintain full employment during the winter months.

REGIONAL EMPLOYMENT COMMITTEE

The Pacific Regional Employment Committee met in September and December, 1961, and in March, 1962.

In March, the Pacific Regional Committee met jointly with the National Employment Committee. Arising out of this meeting, the National Employment Committee endorsed, and submitted to the Commission, resolutions pertaining to wages and working conditions of post office casual workers, and the use of TV panels to stimulate public awareness of the problems associated with unemployment. At the September and December meetings, the Regional Employment Committee dealt with a number of resolutions relating to seasonal unemployment in the Pacific region.

Twelve local employment committees were active in the Pacific region during the fiscal year. These were located at Chilliwack, Cranbrook, Kelowna, Nanaimo, Nelson, New Westminster, Penticton, Prince George, Prince Rupert, Trail, Vancouver and Victoria.

UNEMPLOYMENT INSURANCE

During the year under review, offices in British Columbia issued 2,346 coverage rulings, and, in addition, head office gave 364 rulings on questions submitted from this area.

The number of employers registered as employing insurable employees increased by 244 to a total of 35,791 at March 31, 1962. The number of employees who renewed their contribution records or were insured for the first time showed an increase from 454,164 at March 31, 1961, to 457,659 on March 31, 1962.

The number of claims computed or recomputed dropped 25,848 (11.4 per cent) to a total of 200,714. There were 47,258 claims post audited and these showed that 2,021 (4.3 per cent) claimants had made misrepresentations in collecting benefit payments. Overpayments amounting to \$48,570 were established, disqualifications reducing future entitlement to benefit were imposed, and other claimants were prosecuted and fined.

Offices in this area received a total of 180,487 new applications for benefit, a decrease of 21,851 (10.8 per cent) from the previous year. Of this total, regular benefit was established for 104,859 (58.1 per cent), seasonal benefit for 43,768 (24.2 per cent), and in 31,860 cases (17.7 per cent) the claimant failed to qualify for any benefit.

There were 126,681 initial claims adjudicated on which claimants fulfilled the contribution requirements in the first instance. Of these, 14,251 (11.2 per cent) had a disqualification imposed. A further 114,424 decisions were issued covering renewal claims filed during the currency of a benefit period, those on which questions arose on continuing claims, and those where the qualifying requirements were

subsequently fulfilled. Of these, a total of 30,688 (26.9 per cent) had disqualifications imposed. Disqualifications imposed on claims on which entitlement had otherwise been established numbered 38,430, an increase of 15.8 per cent over the previous fiscal year.

During the year under review, 676 applications to have claims antedated were received, of which 273 were approved. Applications for the extension of the qualifying periods amounted to 4,353, of which 3,682 were allowed.

TECHNICAL SERVICES

AUDIT

The regional auditor assumed the responsibilities of coverage officer. During the year, two auditors conducted audits up the Alaska Highway into the Yukon.

INVESTIGATION—ENFORCEMENT

During the 1961-62 fiscal year, increased staff resulted in more investigations being carried out in the Pacific region. The six additional enforcement officers were largely utilized in carrying out saturation investigation programs.

Investigations completed exceeded the previous fiscal year by 5,000. The increase is all within the category of spot check investigations, and it is significant that in addition to having virtually doubled the number of investigations in this category, the results arising from investigations also improved materially.

So far as field staff is concerned, the region operated at something less than full strength during the fiscal year, as the last of the additional new enforcement officers only began training in April, and, during the year, replacements were required for three other officers, by reason of resignation, transfer and promotion.

In addition to the training of newly-appointed enforcement officers, the matter of staff training was given careful consideration. Meetings of the regional enforcement branch were held each Friday afternoon, and all enforcement officers in the Lower Mainland were present. Memoranda of each branch meeting were distributed to all field staff.

In addition to directing and carrying out investigations, the branch has also been responsible for the collection of arrears of overpayments of benefit and arrears of contributions owing by employers. This is done through the media of Exchequer Court actions and garnishment actions.

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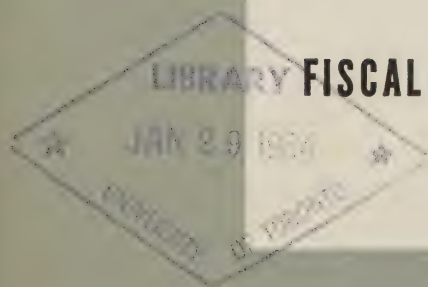
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TWENTY-SECOND
(ANNUAL) **REPORT**



FISCAL YEAR ENDING MARCH 31, 1963

THE UNEMPLOYMENT INSURANCE COMMISSION
OTTAWA, CANADA

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CANADA

UNEMPLOYMENT INSURANCE COMMISSION

September 30, 1963

To the Hon. Allan J. MacEachen,
Minister of Labour.

Sir,

We have the honour to submit herewith for the information of Parliament the Twenty-Second Annual Report of the Unemployment Insurance Commission covering the period from April 1, 1962, to March 31, 1963, except where otherwise indicated.

The report is prepared in compliance with Section 95(1) of the Unemployment Insurance Act.

Respectfully submitted,

CHIEF COMMISSIONER

COMMISSIONER

COMMISSIONER

UNEMPLOYMENT INSURANCE COMMISSION

ANNUAL REPORT OF ACTIVITIES FOR THE FISCAL YEAR ENDING MARCH 31, 1963

INTRODUCTION

For the second successive year, the National Employment Service achieved a post-war record in placement activity. The number of vacancies listed with NES by employers and the number of jobs filled by local offices both increased by approximately 13 per cent over the previous year. In terms of figures, NES placed 1,316,301 workers. Employers listed a total of 1,537,503 vacancies with the service.

Operations in Quebec and Ontario showed the greatest improvement. Placements increased by 19 per cent in Quebec and by almost 18 per cent in Ontario. Only in the Atlantic Provinces was there a decrease from the previous year; there, placements were down by 1:3 per cent.

Employment service activity was at a higher level throughout almost all sectors of the economy. In the primary industries, more placements were made in mining, forestry and farming, while, in the fishing industry, assistance provided was about on a par with the previous year.

The manufacturing industry listed substantially more vacancies with NES and placements were, consequently, higher at 287,907. This was an increase of some 15 per cent over the previous year. Only in skilled occupations, such as electronics technicians and tool and die makers was there any shortage of applicants.

The same increased activity was evident in the construction, transportation and service industries. In the latter, employment reached an all-time high of 1,636,000 and NES placements totalled 389,526, an increase of more than five per cent over the previous year. The tourist segment of the service industry, in particular, becomes more significant each year and NES laid additional emphasis on providing improved service to employers in this field.

The executive and professional service implemented the first stage of its Central Office Plan during the year. Key offices were established at 17 points in the area from Montreal west to Winnipeg, and, as quickly as circumstances permit, a centralized executive and professional placement service will be provided in 19 additional localities. This improved service is recognition of the growing size and importance of this segment of the labour force. In the decade between 1951 and 1961, the number employed in the professional, technical and managerial fields is estimated to have increased by almost 50 per cent to more than 1,000,000. This number is being rapidly augmented by the increasing number of graduates from universities, colleges and technological institutes.

NES special services officers placed 20,175 handicapped persons during the fiscal year, as compared to 18,821 the previous year. The number of counselling interviews rose to 115,864 from 104,272. NES continued its program of encouraging

young people to stay in school and close co-operation was maintained with education authorities and other interested groups. Some 209,000 counselling sessions were held with young applicants. The expanded program of vocational training resulted in NES referral of 35,490 persons to the various courses available. Of these, more than 2,800 were over 45 years old and NES reports growing evidence that the so-called "older worker" is meeting with less employer resistance every year.

The monthly average number of women working was 1,745,600 or 27.1 per cent of the labour force. In March, 1963, 49.6 per cent of the women working were married. Employers notified NES of 544,200 vacancies for women. NES placed 438,400 women in employment.

In unemployment insurance, the report of the Gill Committee of Inquiry was made public. Intensive study was given to the many recommendations made and officers of the Commission devoted considerable time to drafting revised legislation.

Although both the average number of claimants and the amount of benefit paid decreased from the previous year, the drain on the Fund continued, although at a slower rate. The average number of active claimants on the last day of each month was 414,356, as compared to the previous year's average of 449,606. Ordinary benefit payments were slightly more than \$318,000,000 as compared to \$352,000,000 in the previous year; seasonal benefit payments dropped to \$85,000,000 from the previous year's \$102,000,000.

Benefit payments exceeded revenue by almost \$60,000,000 over the whole year, and, at March 31, 1963, the balance remaining in the Fund was slightly less than \$10,000,000.

EMPLOYMENT

The post-war record of placements made by the National Employment Service in the fiscal year 1961-62 was surpassed in 1962-63. Employers displayed an increased reliance on the service by listing a total of 1,537,503 vacancies, an increase of just under 13 per cent over the previous year. Despite curtailment of staff as part of the Government's economy program, National Employment Offices were able to fill 1,316,301 of these vacancies, an increase in placements over the previous year of slightly more than 13 per cent.

By region, placements were:

	<i>Atlantic</i>	<i>Quebec</i>	<i>Ontario</i>	<i>Prairie</i>	<i>Pacific</i>
1962-63.....	94,864	372,140	471,298	229,683	148,316
1961-62.....	96,137	312,833	399,633	218,591	137,017
Change.....(-)	1,273	(+) 59,307	(+) 71,665	(+) 11,092	(+) 11,299
% Change.....(-)	1.3	(+) 19.0	(+) 17.9	(+) 5.1	(+) 8.2

(Placements include "transfers out")*

Because of the Government's general economy measures, some NES development programs, particularly in the executive and professional field and in special services, had to be postponed. The programs will be implemented as and when staff and funds are available.

SERVICE TO INDUSTRIES

Large canners and fruit and vegetable growers used NES facilities to a much greater extent. To serve the needs of these industries situated in rural areas, special

*A "transfer out" is a placement made by one local office in the area of another.

employment offices were opened for temporary periods. Similar arrangements were made to serve woods contractors and large construction projects in areas remote from cities and towns. NES also arranged transportation to and from employment sites in a number of instances where living accommodation was inadequate to house total work forces.

Special arrangements were made to recruit workers for retail merchandising establishments, particularly those located in shopping centres situated outside heavy traffic areas.

Similar campaigns were successful in recruiting skilled and technical personnel required by industry to operate new automatic and electronic equipment.

Some 460 firms operating in more than one region and employing more than 200 workers each were approached by head office staff in a nation-wide visiting program. These firms employ 1,001,850 people. Staffing problems and employment needs were discussed and systems and methods of recruiting workers were reviewed. NES facilities available for these purposes were fully explained. These firms are now using NES recruitment facilities for most of their hirings.

Primary Industries—Canada's mines were more productive than ever, in spite of troubles encountered in some segments of the industry. The increase was due in large measure to high prices induced by devaluation, coupled with greater volume of output, notable particularly for iron ore, nickel, zinc and, to some extent, copper, as well as most of the industrial minerals. On the other hand, uranium showed a drop in both value and volume, gold dropped sharply in volume but not in value, whereas silver experienced a slight increase in volume and a sharp rise in price.

In general, there was an upward trend in mining, although in certain areas employment was reduced by mine closures or curtailment in operations.

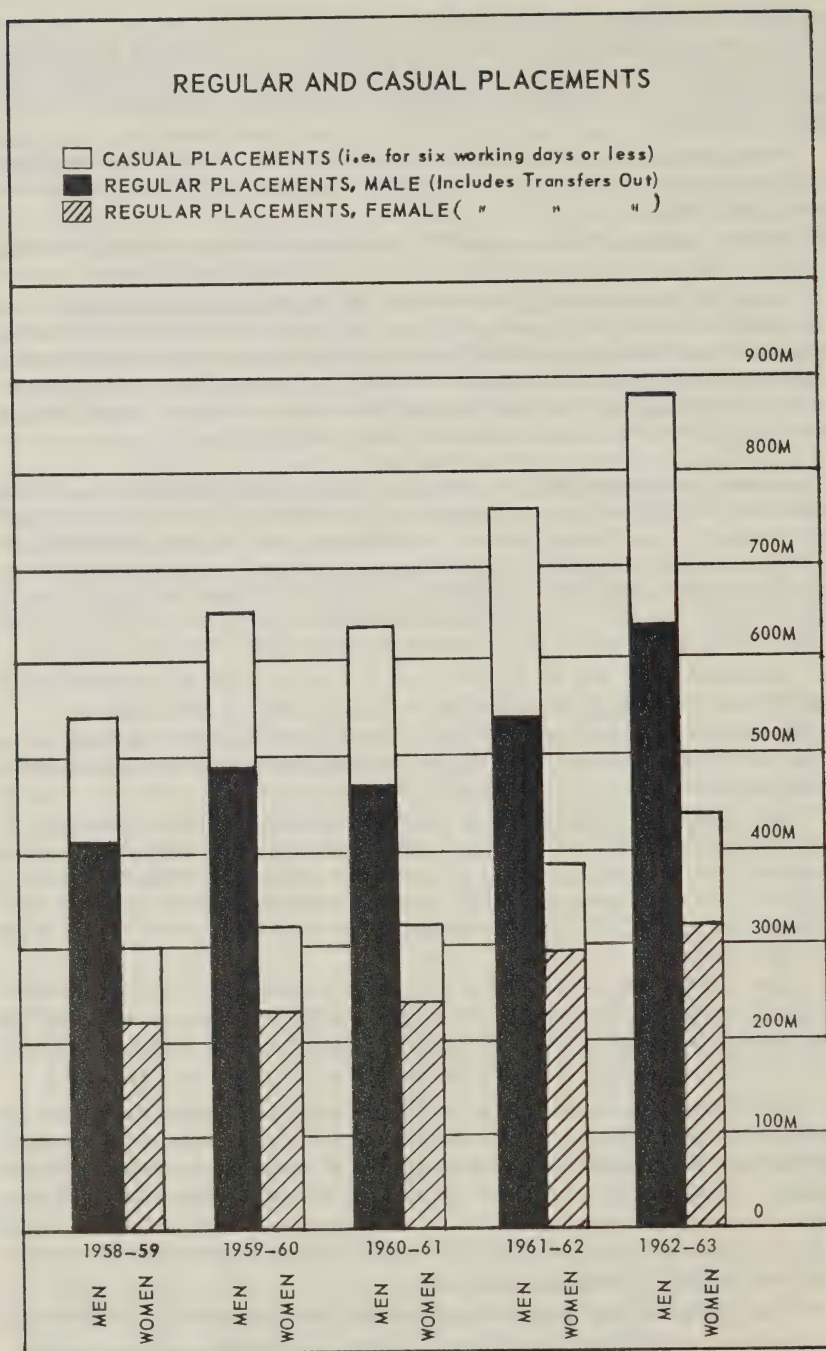
In spite of the lay-offs and cutbacks, NES assisted the mining industry to the extent of 11,899 placements, as compared to 10,866 during the same period in the previous year.

In forestry, the continued trend towards improved methods of carrying out logging operations, coupled with increased use of mechanical equipment, was instrumental in improving the stability of labour. Nevertheless, NES was again actively engaged in the recruitment of suitable workers for this industry. At year-end, NES had recorded a total of 39,178 placements in forestry, as compared to 33,838 in the previous year.

Although limited in its scope of operations because of the fishing industry's particular pattern of employment, NES assistance to this industry was on a par with the previous year. In this connection, the recruitment by NES of specialized workers from the Eastern seaboard for the Pacific waters was very successful.

During the period under review, the NES Canada-wide farm placement service was again successful in expanding its services both to employers and employees in agriculture. There was no evidence of major loss of farm crops by reason of labour shortage. However, the recruitment of suitable harvest workers for short-term employment in the harvesting of fruit in some areas was difficult because of the lack of suitable accommodation for workers recruited in larger numbers and from areas beyond daily commuting distances.

Throughout the year, suitable single workers, farm couples and families were recruited and placed in year-round work by many NES offices.



The recruitment of day-to-day workers for market gardens located in the vicinity of metropolitan areas reached record proportions. To meet anticipated shortages of farm labour in certain areas, NES organized movements of farm workers within provinces and between provinces. Other shortages were met by reciprocal arrangements between NES and the United States Employment Service. Some of these movements were carried out under the terms of the Federal-Provincial Farm Labour Agreements. By enlarging the recruitment activities, increasing contacts with the farmers, and opening temporary employment offices with a view to serving the agricultural communities better, NES, at year-end, had recorded a total of 152,331 placements, an increase of 34.8 per cent over the previous year.

Summarized below are the agricultural movements carried out by NES during the fiscal year:

NATIONAL MOVEMENTS

Sugar beet thinning—		
Alberta.....	From Northern Alberta and Saskatchewan to Lethbridge, Alberta.....	2,103
Hay and grain harvesting—		
Ontario.....	From New Brunswick, Nova Scotia and Newfoundland.....	327
Potato picking—		
Prince Edward Island.....	From Nova Scotia and New Brunswick.....	813

INTERNATIONAL MOVEMENTS

Tobacco harvesting—		
Ontario and Quebec Regions.....	From the U.S.A.....	2,923
Spring farm work—		
Maine, U.S.A.....	From New Brunswick.....	610
Potato harvest—		
Maine, U.S.A.....	From Quebec.....	4,044
	From New Brunswick.....	3,259
Apple harvest—		
Quebec.....	From Vermont, U.S.A.....	66
Maine, U.S.A.....	From Nova Scotia.....	97
	From Quebec.....	92
New York, U.S.A.....	From Quebec.....	121
New Hampshire, U.S.A.....	From New Brunswick.....	31

Manufacturing—Factory shipments and volume of output in manufacturing industries rose appreciably during the period under review. As a result, employment continued to increase well into the summer of 1962 after which it levelled off. Most sectors of the industry participated in this growth, particularly motor vehicles, motor vehicle parts and accessories, industrial machinery, and, to a lesser extent, shipbuilding, electrical apparatus and wood products.

Offices of the NES expanded their promotional activities and tightened their supervision of the quality of selection and speed of recruitment, in order to increase and broaden the use of NES facilities by manufacturing employers. This, combined

with the favorable employment situation created by the increased output of manufactured goods, resulted in the listing of 338,760 job vacancies in manufacturing for the fiscal year as compared to 287,907 for the previous year, an increase of 17 per cent. Placements in manufacturing industries reached a total of 285,338, an increase of 15.2 per cent.

While there were generally enough NES applicants to meet the needs of the manufacturing industry, there continued to be a national shortage of skilled tradesmen, such as electronics technicians, tool and die makers and other related occupations. In many instances, recruitment and selection of applicants for these occupations was carried out in the United Kingdom through the NES office in London, England.

Construction—Increased volume in residential, commercial and institutional construction during the fiscal year resulted in heavy demands for construction workers. Shortages of skilled tradesmen developed during the summer and autumn months. NES clearance facilities helped to locate the required workers. In this field, a total of 157,651 construction workers were hired by contractors from workers referred by National Employment offices as compared to 138,842 in the previous year.

Work commenced on clearing right-of-way for sections of the 400-mile railway to be built between Grimshaw, Alberta, and Pine Point, Northwest Territories. Those contracts were awarded by the Canadian National Railways. Close liaison was maintained with officials of Defence Construction (1951) Limited, Central Mortgage and Housing Corporation and the Department of Public Works.

A program was worked out with five Federal Government departments, implementing the recommendations of Treasury Board that contractors use offices of the NES to recruit help wherever practicable. The departments concerned supplied the National Employment Service with lists of all contracts costing \$35,000 and over, giving the name and address of the contractors to whom they were awarded.

NES offices supplied a total of 64,047 workers to contractors engaged in Municipal Winter Works Incentive Program projects as compared to 63,287 the previous year. Close liaison was maintained with contractors and with municipal and provincial authorities. No difficulties were experienced in recruiting sufficient workers for these projects.

Transportation—National Employment Offices supplied 89,129 workers to employers in the transportation industry as compared to 76,867 the previous year. There was less demand for skilled tradesmen and office personnel in transportation because of the continued expansion of automation and mechanization. Extra gang workers were recruited for the railway companies without difficulty.

Highway transportation continued to expand during this period. However, no difficulty was experienced in locating suitable workers to meet these labour needs. With the increased traffic in air operations, many workers were also supplied to airline companies by NES.

Communications—Both major Canadian railway companies began construction of a micro-wave system between Montreal and Vancouver. National Employment Offices were able to supply many workers for this project, which is scheduled for completion in 1964.

Telephone and telegraph companies continued to expand their operations and this resulted in a demand for skilled and semi-skilled workers. NES clearance facilities were used when local workers were not available.

The operating and maintenance contractors on the Pine Tree, Mid-Canada and DEW Lines continued to use the facilities of NES to recruit personnel. Clearance was used extensively to recruit those workers, with satisfactory results. Space was provided in local offices for employers' representatives during recruitment campaigns.

Public Utilities—To encourage industrial development and house-building, and to improve existing facilities, many cities and towns continued to expand their power and municipal services. NES offices supplied employers in this industry with 4,864 workers during the fiscal year as compared to 4,480 the previous year.

Finance, Insurance and Real Estate—There was continued demand on NES for clerical workers in insurance and finance offices. Banks and insurance companies continued to expand their electronic data-processing programs, a trend that created demands for certain skilled and technical personnel; many of these employees were supplied by NES.

There was the usual demand for commission salesmen and experienced office personnel from real estate offices. In the main, employers' requirements were satisfactorily met.

National Employment Offices supplied employers in insurance, finance and real estate with 17,951 workers during the period under review as compared to 15,772 in the previous year.

Trade—For the twelve-month period ending March 31, 1963, total retail sales were estimated at \$17,606,425,000. This represented an increase of 3.6 per cent over the previous year. An increase was recorded in all but one of the 12 months.

New merchandising outlets were opened in many cities and towns across Canada and the trend to shopping plazas continued. National Employment Service offices participated in the recruitment of staff to meet the requirements of this expansion. Total placements in trade amounted to 168,058, an increase of approximately 10 per cent over the previous year.

The generally healthy state of the industry was also reflected in the total number of persons employed. This reached an estimated peak of 1,035,000, an increase of 2.1 per cent over the previous year, and an all-time high.

Service—Employment in the service industry continued to increase throughout the year. The expansion and further development of health, recreational and tourist facilities was primarily responsible for this increase. The total number of persons employed reached an all-time high of 1,636,000. This was an increase of 2.1 per cent over the previous year.

The increase in employment opportunities resulting from the continued expansion enabled NES to set a new record in placement activity with the industry. Total placements were 389,526, up 5.2 per cent from the previous year.

NES participation in the recruitment of workers for Christmas-time employment with the Post Office Department continued. A total of 33,033 persons was placed.

As in previous years, all recruitment of prevailing rate employees for the Departments of National Defence and Veterans Affairs was done by NES offices. Vacancies listed by other government departments were at about the same level as last year, and were filled, in most instances, with little difficulty.

The tourist segment of the service industry is becoming larger each year. To meet the requirements of these employers, additional emphasis was placed on providing improved service. The increase in numbers travelling resulted in more employment in tourist accommodations and services and NES placements were proportionately higher.

EXECUTIVE AND PROFESSIONAL

This placement service, known as E&P, concerns itself exclusively with the placement of personnel in the professional, technical and managerial fields. Included in its operations is the placement of graduating and graduate university students.

Activity was high throughout the year as demand for this category of worker continued. Total placements were 10,027, an increase of 22.5 per cent over the previous year, including 3,117 university students completing their studies in 1962. The placements covered a wide variety of occupations among which were chemists, engineers, designers, managers, administrators, accountants, teachers, nurses, pharmacists, technicians and junior executives.

During the year, the first phase of the Central Office Plan was inaugurated at 17 selected points within an area from Montreal westward to Winnipeg. This plan to establish a Central Office at 36 points throughout the country and associate with each a group of adjacent local offices, with the Central Office being responsible for the provision of placement service for executive and professional personnel over the total area, received further emphasis by the continued expansion of the E&P segment of the work force. This group of workers, which, in the 10 years from 1951 to 1961 is estimated to have increased by 49 per cent to over 1,000,000 persons, is being rapidly augmented by the increasing number of graduates from universities, colleges and institutes of technology. Establishment of the Central Office Plan, which was designed to meet the increased demand on the E&P service resulting from this anticipated new growth, will be continued as quickly as circumstances will permit.

The placement service provided to students at institutions of higher learning was further expanded with the establishment of a full-time placement service at the University of Windsor. This service continues to develop as institutions expand their facilities to meet the ever-increasing demand for higher education, and its importance increases as more and more graduating students seek entry to a labour market growing in complexity. An efficient placement service is becoming more widely recognized as among the necessary facilities offered to students by institutions of higher learning.

The 1962 edition of the booklet, "Supply and Demand—University Graduates" was published in greater quantity than ever to meet a markedly increased demand; 150,000 copies were made available and distributed throughout the country. Although this publication is intended primarily for the university student, it is in demand at colleges, high schools and reorientation centres. The estimated graduations given by disciplines for the current succeeding year at all the more prominent institutions make it also a valuable help to the personnel recruiter.

In co-operation with the Pay Research Bureau of the Civil Service Commission, a survey was conducted to obtain information on starting salaries for university graduates. The results of the survey were made available to NES officers, employers, and others interested in the placement of university students.

As in previous years, close liaison was maintained with professional organizations, national employers of executive and professional personnel, institutions of higher learning and other bodies interested in executive and professional activities and research.

SPECIAL SERVICES

Inexperienced young people wishing to enter the labour force, adults whose experience has become of little value because of technological change, older workers who are penalized in employment by arbitrary age barriers, young and adult workers who have experienced debilitating injury or disease, and persons handicapped by personal problems that impede their securing or retaining employment are all assisted by special services officers. If there is need for employment counselling, personal presentation to employers or referral to other community resources for specialized assistance that will contribute to the individual's readiness for employment is undertaken.

These applicants obviously require more attention than is needed by applicants without such difficulties. Careful study of the medical, personal, educational and occupational background is necessary. In major centres, psychological tests are administered to identify aptitudes and in all centres training courses are utilized to provide skills that will permit gainful employment after successful completion of training.

The qualifications of staff providing special services is of continuing concern. During the year, area schools were held for newly-appointed officers and refresher training was provided for all special services officers in Toronto, Port Arthur, Winnipeg, Regina and Edmonton. In addition, regional special services officers provided individual advice and guidance as they visited local offices throughout the year.

Testing Services—In selected larger offices testing facilities are available as an additional in-service counselling tool. During the year, the testing program was extended to Vancouver, New Westminster and the Toronto Western Zone offices, bringing the total to 17. Refresher training on the testing program was given to staff in the Winnipeg and Montreal local offices. Some 33,000 tests were administered to 18,787 persons.

Placement of Handicapped Persons—Some 20,175 handicapped applicants who required personal representation to employers were placed during 1962-63, as against 18,821 in 1961-62. In 1962-63, there were 115,864 counselling interviews with handicapped applicants as compared to 104,272 in 1961-62.

Entry Applicants—Some 209,086 counselling sessions were held with young applicants. After counselling, a considerable number returned to school. NES continued to co-operate with schools, and, in many cities and towns, participated with education authorities and public-spirited citizens in providing occupational information to high school students and their parents. A continuing strong demand for the booklet, "Are You Thinking of Leaving School?" was met. The planned expansion of service to youth was postponed as a result of the Government's economy program.

Direction to Vocational Training—NES participated in the selection of some 35,490 persons who commenced vocational training in Programs 5, 6, apprenticeship, and Unemployment Insurance Commission-approved courses. Over 2,800 of these trainees were over 45 years of age. Many local offices reported that trainees were readily placed after completion of training.

Older Workers—Counselling services continued to be extended to this group and it is gratifying to report that arbitrary age restrictions have been relaxed in many quarters. There is growing evidence that competent, well-qualified older applicants have been meeting less employer resistance than formerly.

Co-operation With Other Agencies—Good working relations were maintained at federal, provincial and local levels with agencies concerned with the problems of applicants served by special services. In connection with rehabilitation, two employment liaison officers were appointed in New Brunswick and Nova Scotia to provide liaison between local special services officers and the provincial co-ordinators of rehabilitation.

In the field of vocational training, close liaison with various organizations was necessary, particularly at the regional and local levels, because of rapid expansion of courses and resultant interdepartmental administrative problems. Head office officials participated as observers at meetings of the National Technical and Vocational Training Advisory Council; one served as a member of the conference on agriculture training.

Good liaison was maintained with the Indian Affairs Branch of the Department of Citizenship and Immigration in the urban integration program of selected young Indians. During the year, the service was extended to Kamloops.

Veterans—Many veterans of World War II required assistance with employment because of aging and physical deterioration. Placements of veterans totalled 52,317 for the period as compared to 67,550 in the previous year.

Provision of counselling facilities to long-term career ex-servicemen to assist them in re-establishing themselves in the civilian labour market, begun in 1961-62, continued to expand. Close liaison with the armed services was developed, particularly at the national level.

ANALYSIS AND DEVELOPMENT

The analysis and development division continued its regular activities relating to the collection, analysis and dissemination of labour market information, occupational and selection research, operational analysis, employment service procedures and techniques, and the conduct of semi-annual surveys of employers' hirings and separations. In addition, several special projects were undertaken, including a sample survey and analysis of the sources used by certain workers to obtain jobs.

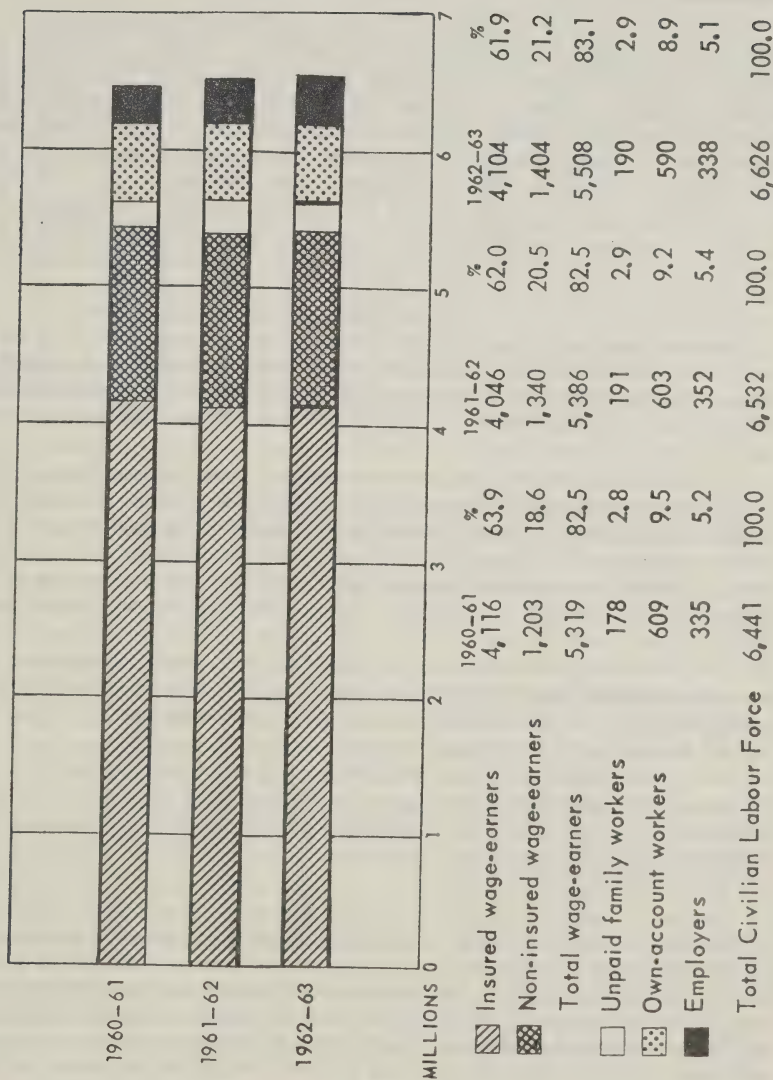
Comprehensive papers were prepared on the responsibilities of the employment service in each of the functions referred to in the previous paragraph, including projections of future organizational and staffing requirements.

Labour Market Information—Analysis continued of data collected by NES and by other sources relating to labour supply and demand, local labour shortages, industrial disputes and other aspects of employment and industrial situations. Regular and special reports were prepared on these as well as on several special surveys and analyses undertaken on request. In this regard, increasing interest in labour market information by sources outside the Commission was evident from the numerous requests received from other federal departments, provincial governments and other public and private organizations.

Occupational Research—Commission offices and other public bodies were supplied with a considerable amount of occupational information. Several additions were made to the Canadian Supplement to the Dictionary of Occupational Titles, and at the year end a complete revision of the Canadian Supplement was under way.

CANADIAN CIVILIAN LABOUR FORCE

Annual average fiscal years ending
31 March 1961 1962 and 1963



Source: Dominion Bureau of Statistics.

With the co-operation of the Royal Canadian Navy, a handbook on occupations of naval officers and related civilian occupations was issued to supplement that issued last year relating to naval trades of other ranks. Two similar handbooks relating to RCAF occupations were in the course of preparation with the co-operation of the RCAF.

Semi-Annual Report of Hirings and Separations—Semi-annual surveys relating to hirings, separations and numbers on payroll were conducted of 68,000 of the largest Canadian business establishments. Local offices, which were supplied with the data concerning employers in their respective areas, use such data to assess the service rendered to individual employers, to measure and report on placement effectiveness in relation to total hirings, and to formulate plans to meet fluctuations in demands for labour and increased registrations for employment.

The survey data were also supplied to the Dominion Bureau of Statistics which produced a series of consolidated tables, including rates of hirings and separations.

THE EMPLOYMENT OF WOMEN

Women continued to account for an increasing percentage of the labour force in Canada. In the fiscal year 1962-63, the monthly average number of women in the labour force was 1,797,000 which was 27.1 per cent of the total labour force. The comparable figures for 1961-62 were 1,745,600 and 26.7 per cent and for 1960-61, 1,677,100 and 26.0 per cent.

The phenomenal increase in the proportion of married women to single women in the labour force during the past decade was again evident. In March, 1963, 49.6 per cent of the total female labour force consisted of married women, 39.7 per cent were single and 10.7 per cent were widowed, divorced or permanently separated. This compared to 47.7 per cent, 42 per cent and 10.3 per cent, respectively, in March, 1962; and 46.1 per cent, 43.2 per cent and 10.7 per cent, respectively, in March, 1961.

The expansion in the female labour force was reflected in increased activity in the women's employment division of NES where 1,163,900 women filed applications for employment; this was 43,300 more than in the previous year.

An increase of 18,600 in vacancies filed with the National Employment Offices in 1962-63 made the total notified 544,200, the highest since 1946.

More applicants and more vacancies resulted in more placements; the total of 438,400 was 33.3 per cent of all placements. In 1961-62, the corresponding figures were 385,500 and 33.1 per cent.

Much of the increase in women's placement activity was related to the rise in the number of casual (less than six days' duration) placements. These totalled 117,300 and were 26.8 per cent of all female placements, whereas in the previous year 87,700 casual placements were 22.7 per cent of the total. Short-term jobs were listed in many occupations, the most numerous of which were: post office helpers to handle the Christmas mail; waitresses to serve at special luncheons or dinners; day workers to work in private homes; field workers to help with the tobacco, tomato and potato crops; fruit pickers for large and small fruits; and women to assist with the canning of garden and orchard crops.

Clearance (the circulation of employers' orders to other NES offices when suitable applicants cannot be recruited locally) resulted in the placement of 15,352 women in 1962-63 which was 1,858 more than in the previous year and the highest number in any year since 1945.

One hundred and ninety-three Canadian hospitals and public health authorities requested recruitment of nurses through the NES office in London, England. As a consequence, 620 nurses arrived in Canada to enter prearranged employment. Hospitals made increasing use of the London facilities.

The employment situation for women was reasonably good throughout the year. Applicants were insufficient to meet the demand in many of the professions and in occupations requiring special training or experience. On the other hand, those with a low level of education and no special skills were surplus to requirements.

Of the total number of the unemployed who were directed or referred to vocational training courses in 1962-63, about 25 per cent, or approximately 8,800, were women. The majority enrolled in courses for stenographers, typists, salesclerks, hairdressers, cooks, waitresses, power sewing machine operators or nursing assistants. In those areas where courses for educational upgrading were available, women displayed interest and enrolled in limited numbers.

Enlargement of existing hospitals and the opening of many new ones increased the need for professional hospital staffs. Although some alleviation was provided by large graduating classes and by immigration, the demand was particularly heavy for qualified nurses, dietitians, medical social workers, physical and occupational therapists, and medical technicians. Also, because of the increased emphasis on preventive medicine, opportunities for nurses with post-graduate training in public health exceeded the supply of applicants.

Other categories of professional workers in which there was an insufficient supply of trained women were librarians and social workers. Teachers were also in short supply, especially those qualified to teach technical and vocational subjects.

The shortage of experienced stenographers, particularly those with legal training, continued. Many employers were willing to accept inexperienced workers providing they had a good basic education and were competent to handle dictation and transcription at a reasonable speed. The demand for efficient typists and specialized business machine operators was steady in all the larger centres; generally, the supply was inadequate. Although in most regions experienced bank tellers and cashiers were in demand, general office clerks were surplus to requirements.

In many localities where shopping centres, chain stores and discount houses opened, the women's placement officers secured most of the female staff for the employers. Extension of self-service facilities makes it possible for many retailers to operate with smaller sales staffs than formerly. Other opportunities have developed, however, for evening shift work since some stores are now open from one to six nights each week. Openings in the retail field were numerous for women with selling experience in better lines of ladies' ready-to-wear, linens, drapery materials, cosmetics and drugs.

The proportion of women employed in the service occupations remained at a high level. In all regions, the demand continued for licensed practical nurses, especially for those prepared to work in institutions caring for the chronically ill, the elderly and children. Women to prepare and serve food were required in large numbers by hotels, restaurants and cafeterias. Many of these workers were recruited for part-time employment and for seasonal work, especially in establishments serving the tourist trade.

The shortage of household service workers to "live in" in private homes was acute. This situation was alleviated in some small measure by the arrival during the fiscal year of 250 household service workers from the West Indies, 30 from British Guiana and 180 from Greece. On the other hand, in several areas, except for a few

weeks in the spring and fall, there was a surplus of women seeking employment in private households for a few hours a day or a few days a week at an hourly rate of pay.

In the manufacturing industries, those producing wearing apparel, electrical equipment, foods and beverages employed women in the greatest numbers. Because employment in the garment trades was seasonally at a record level, in a few areas shortages of power sewing machine operators held up production temporarily. However, graduates from the federal-provincial training courses eased the need for these operators in several centres. In a few areas in which fruit and vegetable crops are processed, workers were in short supply at the height of the season.

Female NES staff at all levels—local, regional and national—were active in promoting the work of NES through membership in women's organizations, by acting as consultants or speakers at meetings of interested groups, and through radio and television broadcasts.

MISCELLANEOUS SERVICES

Winter Employment Campaign—The annual Winter Employment Campaign, which has as its basic purpose the development of public awareness of the need to create employment during the winter months, was supported by the staffs of 196 National Employment Offices throughout Canada. In a few offices, changes in staff and staff shortages made it impossible to conduct a campaign. Citizens' committees co-operated with staff members in 168 local offices in furthering the aims and objectives of the campaign.

Over-all planning for the campaign was done in Ottawa by the Interdepartmental Working Committee on Winter Employment and a sub-committee on publicity arranged for the production and distribution of promotional material. The following quantities were distributed in both English and French through some 200 National Employment Offices: Posters, 150,000; streamers, 138,000; envelope stuffers, 1,780,000; pamphlets, 1,055,000; stickers, 1,500,000; place mats, 280,000.

Past experience revealed a need to distribute this material to the local offices as early as possible so that it would be available when their local campaigns were being planned. For the first time, all items but two were in the field by October 1, 1962.

Head office and regional offices issued bulletins and instructions to local offices giving guidance in the promotion of the campaigns. Each local campaign, however, had to meet the needs of the particular community with which it was concerned.

Daily and weekly newspapers were supplied with government-paid advertisements and these were supported by approximately 200,000 column inches of sponsored newspaper advertising; this was only a little less than in 1961-62. Newspaper coverage other than advertising included an additional 59,000 column inches in editorials, news items, photographs and cartoons. The editorial support in newspapers and periodicals of all types was especially good.

Government-paid announcements were carried over 232 radio stations and amounted to 33 hours of air time. Indicative of the generous local support of the campaign was the fact that sponsored radio time amounted to 327 hours of air time or almost 10 times the amount of time for which the government paid.

Eighty-one television stations were given 13½ hours of paid advertising time but contributed about 78 hours of sponsored or public service viewing time. In all instances, government-supplied television film clips and spot announcements were used. Both the number of stations participating and the viewing time increased over previous years.

A radio script, prepared by Central Mortgage and Housing Corporation, was again sent out to local office managers. As a public service, several radio stations carried this panel discussion in which a local bank manager, a representative of Central Mortgage and Housing Corporation and the local office manager discussed the question of loans for home improvements. In other areas, radio and TV stations carried speeches and discussion programs in which local personalities participated.

Although no new films were produced for the campaign, some use was made of the three available: These were "It's a Crime", "Winter Construction", and "House Building in Winter". These films, which depict some of the problems resulting from seasonal unemployment and outline new building techniques which make construction work possible in winter time, were shown to service clubs, and church and other community groups.

Business and industry again made significant contributions in promoting the campaign. In many instances, such assistance was directed to a specific area but there was action at the national level also. A manufacturer of paper products sold through his Canada-wide distributors over 2,000,000 beverage cups imprinted with a message in support of the campaign. Another firm, also making paper products, put out about 1,500,000 laundry shirtbands carrying a similar message. Two large retail organizations requisitioned supplies of promotional material and distributed them to their branches from coast to coast. The Poster Advertising Association of Canada designed, produced and displayed, free of charge, posters with the "Why Wait for Spring—Do It Now" slogan in several hundred locations throughout Canada.

Public utilities companies in several provinces carried "Do It Now" posters on their vehicles and also included thousands of campaign stuffers in their mail. Other firms and government departments, using postage cancelling dies provided by NES, carried the campaign slogan on their outgoing mail during the winter months.

Details of the campaigns in various areas of Canada are recorded in the regional reports.

Immigration—Landed immigrants are immediately eligible for the same NES service as are residents of Canada. In arranging employment for non-English or non-French speaking persons, it is important to obtain accurate information about their education, training and qualifications; frequently interpreters are needed for that purpose. In the larger offices, interpreters are designated staff members. In the smaller offices, however, it is not always possible to have staff members with language ability available for interpretive service. In such cases, efforts are made to obtain an interpreter through liaison with ethnic or other groups in the community.

NES has a special interest in immigrants who enter Canada under government agreements. In 1962-63, such movements were confined to household service workers from Greece and some of the islands in the West Indies. These women were met on arrival at the port of entry by NES staff and arrangements were made for their despatch to the city or town in which they took up residence. On arrival there, the staff of the local office concerned met them and arranged for their employment.

Information about the supply of workers and the demand for their services in a wide range of occupations was supplied to the Department of Citizenship and Immigration for use in dealing with inquiries from prospective immigrants.

Clearance—Clearance is the process whereby employers' orders and workers' applications can be circulated among local offices either in restricted areas or

throughout Canada, and also to the London, England, office; the transfer of persons from one area to employment in another area also is arranged and controlled.

During the year, 11,939 new orders and applications were submitted for clearance by local offices and 8,752 orders were renewed.

As a direct result of these operations, 71,403 workers moved from one area to another in Canada and 847 persons entered Canada from the United Kingdom for employment which had been arranged by the London, England, office.

Examples of operations where employers were assisted in obtaining needed workers through clearance included construction and mining developments at Wabush Lake and Labrador City, Labrador; Thompson and Lynn Lake, Manitoba; Uranium City, Saskatchewan; Vanada, British Columbia; and Placer in the Yukon Territory. Other projects for which workers were recruited included those concerned with the operation and maintenance of the Dew Line; various defence projects at Churchill and other locations in the far North; power projects at Little Grand Rapids, Northern Ontario; Grand Rapids, Manitoba and Squaw Rapids, Saskatchewan; the construction of the South Saskatchewan River dam; and the construction and service of the Peace River hydro electric power development in northern British Columbia.

The majority of the applications placed in clearance were from workers in the executive, professional and managerial occupations. Clearance also played a major role in placing university graduates in continuing employment and in finding jobs for undergraduates during the summer vacation period.

Transportation of Canadian Workers—A total of \$117,444.58 in recoverable transportation expenses was advanced to 1,605 workers on behalf of Canadian employers. This enabled many workers to proceed to job-sites at considerable distances from their homes.

In addition, 78 workers, 303 dependents, and the household effects of 99 families were moved at public expense from areas designated by the Minister of Labour as labour surplus areas. The areas designated during all or part of the year included St. John's (for Bell Island), Newfoundland; Springhill, Sydney and Sydney Mines, Nova Scotia; and Cornwall, Elliot Lake, Atikokan, Port Colborne and Sudbury, Ontario. The total cost to the Federal Treasury for these moves was \$46,411.19.

Under the Federal-Provincial Farm Labour Program, 1,538 fares were authorized for agricultural workers in Ontario and Prince Edward Island at a cost to the Federal Treasury of \$9,946.97.

National Employment Service, London, England—The National Employment Service maintains an office in London, England, in which a full employment service is available to residents of the United Kingdom who are interested in emigrating to Canada. Through the extension of its clearance facilities to that office, and working in co-operation with the United Kingdom Ministry of Labour and the Canadian Immigration Service, employers' needs for workers who cannot be obtained in Canada are made known to applicants with the required qualifications. Throughout the early months of the year, fewer persons than usual were available to emigrate to Canada but towards the end of the period inquiries were being received in considerable volume. However, the total of 847 persons who came to Canada during 1962-63 to enter pre-arranged employment on arrival was 242 fewer than in the previous year. A considerable number of those recruited were nurses. The occupations of some of the others were: Architect, chemist, doctor, engineer, librarian, metallurgist, meteorologist, occupational therapist, physical therapist, pharmacist,

psychologist, physicist, radiographer, social worker, teacher, technician, accountant, draftsman, production manager, and skilled tradesmen. Interviewing accommodation is provided in the London, England, office for the use of representatives of Canadian firms who go to England to hire workers. On request, the staff will arrange to advertise for workers on behalf of an employer, will select applicants who meet his qualifications, and will arrange for his representative to interview those selected on a specified date. Another function of the office is to supply current labour market information and occupational data to the Canadian immigration officers in the United Kingdom.

Municipal Winter Works Incentive Program—The number of projects approved under the 1962-63 Municipal Winter Works Incentive Program for the period October 15, 1962, to March 31, 1963, was slightly lower than the number approved for the previous year. Local offices were informed about the projects to be undertaken in their areas, and, working in co-operation with the municipalities and the contractors concerned, placed 43,756 unemployed persons in employment on them.

EMPLOYMENT COMMITTEES

In dealing with employment matters, the Unemployment Insurance Commission continued to have the advice and assistance of the National Employment Committee, five regional employment committees, and 73 local employment committees. These employment committees were established by the Unemployment Insurance Act to advise and assist the Commission in carrying out the functions of the employment service. Membership of employment committees comprises equal representation of labour and employer organizations, supplemented by members of organizations representing women, agriculture, veterans, welfare and education. Each of the committees is presided over by an independent chairman.

National Employment Committee—The National Employment Committee met on three occasions during the fiscal year. The meetings were held at Ottawa in August and November, 1962, and at Montreal in March, 1963. Recommendations submitted to the Commission were related to the use of NES facilities by other government departments; the effect of the economy program on the operations of the NES; academic training for the unemployed; a program to acquaint the public with the effect that changes in Canada's economy have on employment; vocational training programs; winter employment; and the report of the Committee of Inquiry into the Unemployment Insurance Act.

Regional and Local Committees—In addition to providing advice and assistance to the regional directors on the operation of the employment service in the region, the regional committees submit resolutions pertaining to subjects of national importance.

Through their contacts with the public, and with the managers of NES offices, local committees have developed and maintained an awareness of the unemployment problems in their respective communities and, as a result of such liaison, employers are encouraged to use NES facilities. Matters having an impact on local employment, and also those of regional and national interest, are discussed by these voluntary groups. Local employment committees in all regions are active in promoting winter employment and assisting local offices in conducting winter employment campaigns.

UNEMPLOYMENT INSURANCE**GENERAL**

Throughout the year under review, unemployment insurance continued to assist large numbers of insured workers who were unfortunate enough to become unemployed. The number of active claimants on the last day of a month reached a peak of 720,461 in February, 1963, and this figure represented an increase of 1,793 over the peak month of the previous year. Although there was a slight increase over the previous year in the number of active claimants for the peak month, this increase did not prevail at the end of each month throughout the year. In fact, the average number of active claimants on the last day of each month was down to 414,356 from the previous year's average of 449,606.

A decrease from the previous year in the amount of benefit paid was also evident. Ordinary benefit payments were down to \$318,119,374.19 from \$352,328,227.31 for the year previous, while seasonal benefit payments decreased from \$102,411,212.08 in the previous year to \$85,071,797. Although total benefit payments exceeded revenue by \$56,905,223, this loss was an improvement over the loss of the year previous of \$121,000,000. Despite the fact that there was an improvement over the previous year, the Fund reached an all-time low of \$9,692,828.35 at March 31, 1963.

COVERAGE

During the past year, 33,043 rulings on coverage were issued to the public by local and regional offices. In addition, head office gave rulings in 1,945 cases in which field offices requested guidance. Furthermore, approximately 1,500 letters were written by head office coverage division in reply to inquiries received from the public.

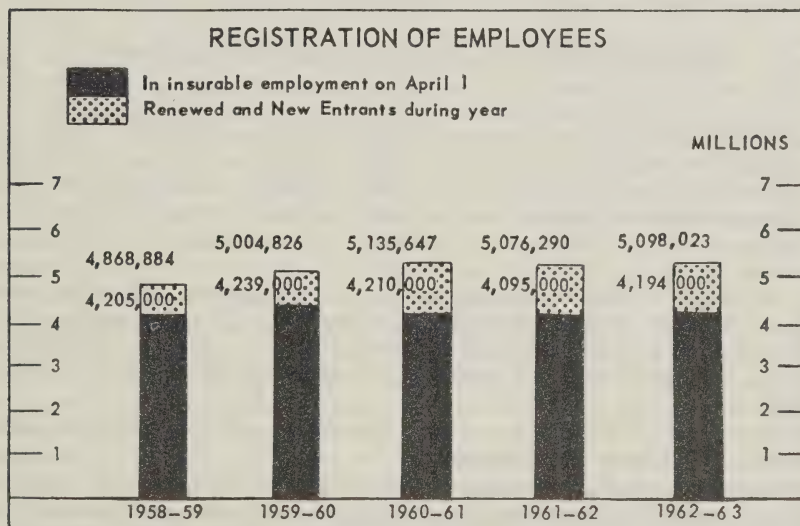
Disputed rulings were submitted to the Commission for a formal decision in 86 cases, as compared to 255 cases in the previous year. Of 16 appeals against decisions of the Commission, the Umpire allowed six and dismissed 10. In four other appeals he directed the Commission to re-hear the cases.

Appeals to the Commission for formal decisions, where local office rulings were not accepted, have recently tended to challenge the interpretation of the law; formerly, such appeals were frequently taken on questions of fact. This recent tendency means that, as many cases require exhaustive examination and extensive preparation before a ruling can be issued, local offices usually cannot dispose of them until they have obtained guidance from regional or head office.

Certain trends in the kind of coverage questions received by our offices have been noticeable during the past year. There has been a growing volume of cases in which the question involved is the insurability of persons working for small family corporations. In recent years, many small businesses, formerly operated by a sole proprietor or partnership, have incorporated as limited liability companies. Consequently, persons who were formerly self-employed, and, therefore, not insurable, have become insurable by virtue of the legal fiction of employment by the corporation, although there has been little change in the amount of their control over the business. Since almost all the shares remain in the hands of the so-called employee and his wife, or some other close relative or partner, he continues to operate in fact, although not in law, as a partner or self-employed person, with a large degree of freedom to decide his own periods of employment and unemployment.

Another noticeable trend is for labour unions, when negotiating agreements with their employers, to insist on the provision of unemployment insurance coverage as one of the conditions of the agreement. Sometimes this sort of condition conflicts with existing provisions of the Act. For example, where employment is in a hospital not operated for the purpose of gain, and is specifically excepted by the Act, such a provision in the agreement cannot be enforced. Conflict arising from these provisions often results in appeals to the Commission and to the Umpire.

There has been an increase in the number of employees on fixed salaries who have elected to continue voluntarily paying contributions, although their annual earnings now exceed the \$5,460 maximum required for compulsory coverage. One region, Ontario, reports a 30 per cent increase in such elections during 1962-63. This is a reflection of the rise in earnings since the last adjustment of the ceiling in 1959, and may also reflect greater concern among employees to continue their protection against possible loss of employment.



	1961-62	1962-63
Newfoundland	93,969	99,705
Prince Edward Island	19,137	20,255
Nova Scotia	203,187	184,136
New Brunswick	181,844	178,911
Quebec	1,453,580	1,467,397
Ontario	1,932,674	1,967,970
Manitoba	279,582	266,680
Saskatchewan	136,333	135,847
Alberta	318,325	309,362
British Columbia	457,659	467,760
CANADA	5,076,290	5,098,023

CONTRIBUTIONS

Revenue from contributions paid by employers, employees and the Government again showed an increase over the previous year. Total contributions paid amounted to \$343,716,098.07, an increase of \$10,369,580.71 over the previous year. While this increase is attributable in part to the natural increase in the number of insurable employees, it may also reflect the higher wages paid to workers.

The following chart, entitled "Registration of Employees" shows that the number of employees has remained fairly constant since 1958. The latest registration figures exceed those for the 1961-62 period but are slightly less than for 1960-61.

There were 337,425 employers registered with the Commission on March 31, 1963, an increase of 1,458 over the previous year. The Commission continued its policy of permitting reliable employers with at least 20 insurable workers to contribute under the bulk payment method. The number of employers contributing under this method at March 31 was 11,032, an increase of nine per cent over the previous year. It is interesting to note that the three per cent of employers contributing under the bulk method are responsible for insuring approximately 58 per cent of the insured population.

EMPLOYERS USING BULK PAYMENT METHOD OF CONTRIBUTIONS

	1959-60	1960-61	1961-62	1962-63
Permits granted.....	1,457	1,301	1,444	1,369
Subsidiaries included.....	233	217	210	237
Cancellations.....	370	407	416	439
Permits in force at March 31.....	8,180	9,074	10,102	11,032
Increase.....	17%	11%	11%	9%

An index of Canada's insured population containing about 7,500,000 registrations is maintained at the head office of the Commission. The total number of inquiries received by this index increased from 301,361 in 1961-62 to 307,567 in 1962-63. Inquiries from other government departments decreased by 2,452 to 15,665.

There were 1,655,261 claims computed or recomputed during the year, a decrease of 143,722 from the previous year.

The post audit of a percentage of terminated claims for benefit, to determine whether claimants had correctly declared earnings while drawing benefit, was again undertaken. The post audit was conducted on 420,197 claims and it disclosed that 28,548 claimants had made some form of misrepresentation with regard to earnings and unemployed status in collecting benefit payments. This number is significantly greater than in the previous year. As a result of the post audit, overpayments in the amount of \$636,789 were established. At March 31, 1963, there were still 2,043 cases to be investigated; thus the number of claimants who made misrepresentation and the total amount of overpayments will likely show a further increase before the 1962 post audit operation is completed. In addition to the overpayments established, disqualifications reducing future entitlements to benefit as provided by the Unemployment Insurance Act were imposed on 18,738 claimants. In a number of other instances, prosecutions were undertaken and convictions obtained. These results have again demonstrated the importance of the post audit procedure in the administration of the Unemployment Insurance Act.

CLAIMS OPERATIONS

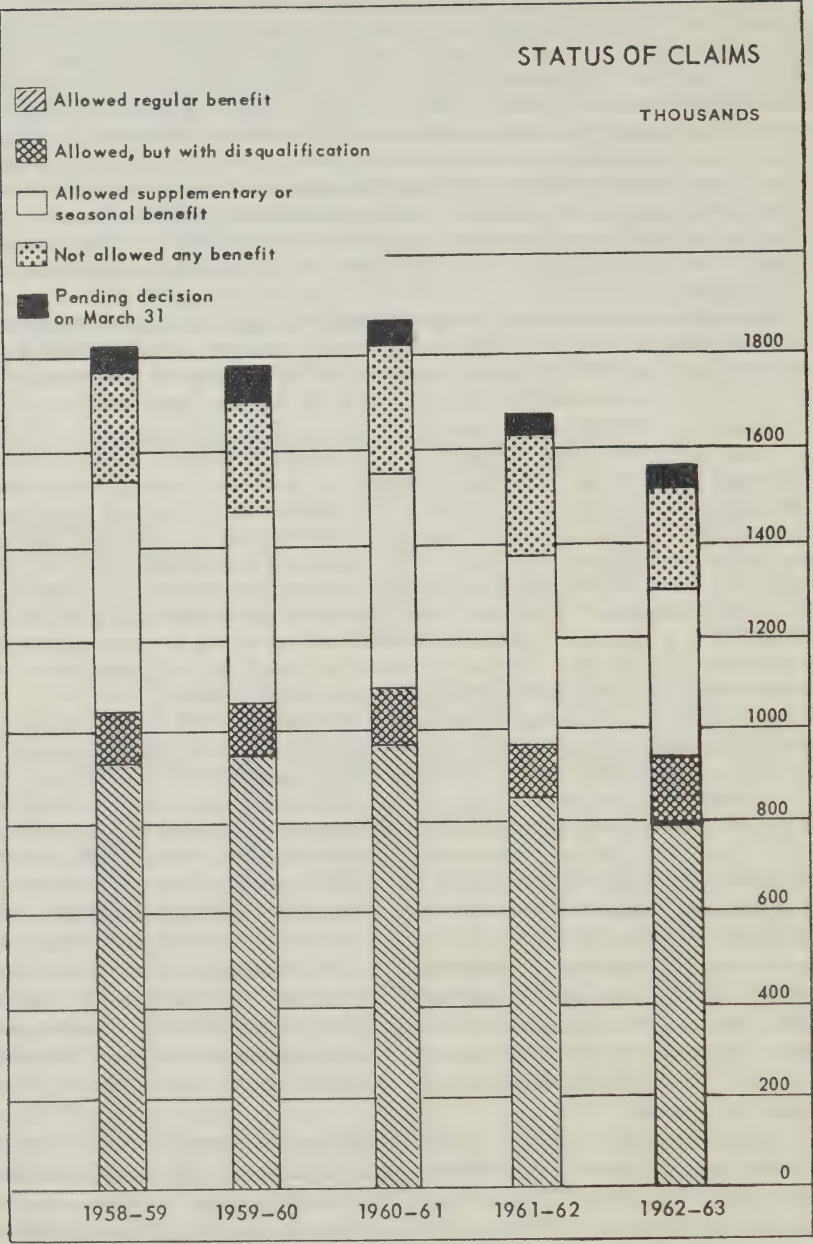
The year under review saw a decrease in the number of payments made and in the number of claims processed as well as many significant changes in the methods and controls employed in the payment of benefit. These changes, which were made in keeping with the Commission's policy of continual improvement of service to the public, saw improvements made to the mechanized system of payment in the Prairie region; refinements in the use of mechanical equipment in the Winnipeg, Edmonton and St. John's local offices; more frequent examination of claimants' entitlement to benefit; instructions to claimants in seven languages introduced in booklet form; revisions in the procedures to recover benefit wrongly paid; changes effected in the method whereby offices obtain cash to pay benefit; extension of bi-weekly payment of benefit; and, continuation of the experiment on the all-postal payment system at Edmonton.

Local offices of the Commission made 12,066,742 individual payments to claimants, a decrease of 18.8 per cent from the previous year; of these, 7,274,033 were made by cash and 4,792,709 by warrant. The total value of payments was \$403,191,171.19 as compared to \$454,739,439.39 for the year previous.

There were 1,502,023 initial claims processed, a decrease of 124,201, or 7.6 per cent, from the previous year. Regular benefit was established for 967,680 claims, representing 64.4 per cent of the total initial claims processed; this was comparable to the percentage of 61.6 for the previous year. Entitlement to seasonal benefit was established for 374,691 claims, or 25 per cent of the total claims processed, as compared to last year's figures of 438,819 or 27 per cent. The remaining 10.6 per cent of claims (159,652) were those from persons who failed to qualify for any type of benefit. Approximately 3.4 per cent fewer persons qualified for regular benefit in comparison to a year earlier, while the number who qualified for seasonal benefit decreased by 14.6 per cent. The rate of failure to qualify for any benefit was 11.4 per cent a year ago in contrast to this year's percentage of 10.6.

Improvements in the use of mechanical equipment in the Prairie region involved the introduction of a parent-satellite relationship between the large and small local offices. This meant that certain larger offices, designated as machine centres, were equipped with mechanical equipment to provide machine service for the office concerned and for certain nearby smaller offices assigned for servicing. In addition to providing the smaller local offices with the advantages of a mechanized system of making payments, this relationship also provides for maximum use of the mechanical equipment. The method employed for paying postal claimants under this new arrangement involves the use of the declaration submitted every second week by the claimant. Upon receipt at the office of this declaration, the entitlement for the period is calculated and posted to the local office record. At this stage the smaller offices then pass the declaration to the parent office, where the form is used to produce a cheque for the period reported and a new declaration for the next reporting period. The payment and new declaration are mailed to the claimant directly from the machine centre.

A similar principle has been applied to the payment of cash to claimants who report in person to the office. Where cash is paid, a combined declaration and payment voucher is mechanically produced in the machine centre and, in the case of the smaller offices, sent in advance of the claimant's report day. These procedures have resulted in an improved system of payment for both reporting and postal claimants.



The introduction of a punch card unemployment register for use at the Edmonton, Winnipeg and St. John's local offices resulted in improved internal operation and increased utilization of machines. The introduction of the punch card unemployment register allowed, in most cases, the amount paid to a claimant to be posted by machine; thus, there was a significant reduction in the total time required to make an individual benefit payment.

The use of the punch card register also made possible the filing and matching of forms by machine, resulting in time saved in the maintenance of files and improvement in the accessibility of payment documents. The resultant re-organization of the work flow provided, in turn, improved staff utilization.

Changes were made to special interview procedures in order to provide more frequent examination of claimants' entitlement to benefit and a more uniform program of special interviews. These changes meant that local offices varied the method of selection for interview and interviewed some postal claimants. In addition, all offices were required to conduct special interviews on a year-round basis and to ensure that a certain percentage of reporting claimants were interviewed each month. These same requirements also applied to postal claimants living within the limits of a \$1 return fare from the local office. Reports received since these changes were made revealed that the aims for which they were implemented are being attained.

One of the purposes of special interviews is to provide an opportunity for the interviewer to stress the requirements that a claimant must fulfil in order to be eligible for benefit. In keeping with this purpose, a booklet, printed in the seven of the more common languages used in Canada, was introduced to provide claimants with essential information with regard to conditions that must be fulfilled in order to receive unemployment insurance benefit.

Revisions in the procedures for recovery of benefits wrongly paid involved a complete re-examination of all outstanding overpayments. Where the ability to make restitution was apparent, collection procedures were again implemented. If repayment was not made within a reasonable period, prompt action was taken to investigate further, and, where necessary, legal proceedings were instituted to effect recovery.

An important change was made in the method by which local offices obtain cash to pay benefit. In order to pay benefit by cash, each local office maintains a separate bank account equal to the estimated requirements for one week's benefit payments. The retention of large sums of money in these non-interest bearing bank accounts has resulted in a considerable loss of interest revenue to the Fund. In view of this, an experimental procedure was introduced whereby certain local offices estimate a week in advance their cash requirements and submit a requisition for funds to a district treasury office designated for this purpose. Upon receipt of the requisition, a Receiver General cheque is issued to the local office for each day funds are required. Although local office accounts are retained to deposit surplus funds at the end of a day's business, these accounts have been reduced to the absolute minimum, with the loss of revenue to the Fund being reduced accordingly. This procedure will be extended to all offices.

Another important feature was the change in the frequency with which payments are made to claimants who report in person to local offices for payment of benefit in cash. Claimants who report by mail (some 40 per cent of claimants) have been paid every two weeks for several years. Moreover, in some of the highly industrialized areas of Canada, claimants calling in person have been paid in this manner for nearly four years. Bi-weekly payment of benefit has proven a success

wherever implemented, and it has allowed the Commission to increase the efficiency of the employment service at local offices and to improve the service to claimants in processing and paying claims. Therefore, the Commission decided to extend the bi-weekly payment of benefit to all offices where full local acceptance could be obtained. This extension means that those claimants who formerly reported each week to receive benefit in person now report to the local office every other week, at which time payment is made by cash for the two-week period ending with the Saturday prior to the report day. Provision is made for weekly payment when the bi-weekly payment results in hardship. With the exception of a very few offices, this procedure is now in effect and has, in all instances, been very favourably received by the public.

The major experiment introduced in the fully-mechanized Edmonton local office during the previous year continued during the year under review. Under this experimental procedure, both regular postal claimants and those who would normally be required to report in person to the local office are paid by mail. The main purposes of the experiment are to determine the desirability and feasibility of paying urban claimants by mail and to determine public reaction to such a procedure. Preliminary reports revealed that the postal method of payment can be handled efficiently and results in a satisfactory service to the public. Indications are that this method of payment has been well received by the public.

ADJUDICATION

Although there were fewer claims than in the previous fiscal year, the proportion of claims on which questions of entitlement arose increased. This was due in part to increased activity in local office enforcement programs. The result was a substantial increase in the number of disqualifications imposed on claimants and a corresponding increase in the activity of the boards of referees and the Umpire.

During the fiscal year, there were 1,292,476 initial claims adjudicated on which claimants fulfilled the contribution requirements in the first instance. Of this number, 1,135,093 (87.8 per cent) were allowed with no disqualification, and a disqualification was imposed on the remaining 157,383 claims. The total number of initial claims adjudicated decreased by 78,262 (5.7 per cent) in comparison to the previous fiscal year.

A further 1,089,355 decisions were issued on renewal claims filed during the currency of a benefit period, on questions arising on continuing claims, and on claims where the claimant subsequently fulfilled the qualifying requirements. Of this total, 836,566 (76.8 per cent) were allowed with no disqualification, and a disqualification was imposed on 252,789 claims. In addition, 51,762 claimants were considered not entitled to such additional benefits as the dependency rate on a continuing claim. The total number of these decisions on renewal and continuing claims decreased by 120,207 (9.9 per cent) in comparison to the previous fiscal year.

The 410,172 disqualifications that were imposed on claims on which entitlement had otherwise been established was a 9.4 per cent increase over the 374,951 disqualifications imposed in the previous fiscal year. The disqualifications were effective for varying periods from the date the claim was made or during the life of the claim. The principal reasons for disqualification and the number of claims affected were as follows: 117,152 claimants were not available for work; 91,080 left their employment voluntarily without just cause; 49,560 failed to make their claims for benefit in the prescribed manner (including neglect to lodge insurance book); 36,000 were disqualified because of false statements or misrepresentations; 35,177 were disqualified because of the determination and allocation of earnings; 22,383

refused offers of suitable employment, and 17,502 lost their employment due to misconduct. A further 4,812 were disqualified for having lost their employment by reason of a stoppage of work attributable to a labour dispute. The remaining 36,506 disqualifications were imposed for such reasons as the claimant was not unemployed, was not capable of work, or had ceased work because of illness.

In comparison to the number of disqualifications imposed in the previous fiscal year, there was a substantial increase in the following categories: Non-availability increased by 18,373; failure to apply in the prescribed manner increased by 8,811; voluntarily leaving disqualifications increased by 5,509; and determination and allocation of earnings increased by 3,983. On the other hand, disqualifications imposed on claimants who had lost their employment by reason of a stoppage of work attributable to a labour dispute decreased by 2,980.

During the 1962-63 fiscal year, there were 5,273 applications to have claims antedated, a decrease of 1,345 from the previous fiscal year. There were 2,234 (42.4 per cent) antedates approved and 3,039 (57.6 per cent) disallowed. Applications for extension of the qualifying periods for reasons such as the claimant being incapacitated for work, self-employed or working in non-insurable employment totalled 30,091. This represented a decrease of 6,992 from the previous year. There were 21,807 (72.5 per cent) extension applications allowed.

Boards of referees considered 28,258 appeals by claimants against decisions made by insurance officers. This was an increase of 9,196 over the previous fiscal year. In 3,594 instances (12.7 per cent) the appeals were allowed and the insurance officers' decisions were upheld on the remainder. There were also 11 cases referred to the board of referees for decision by insurance officers; five of these were allowed and disqualifications were imposed in the remaining six cases.

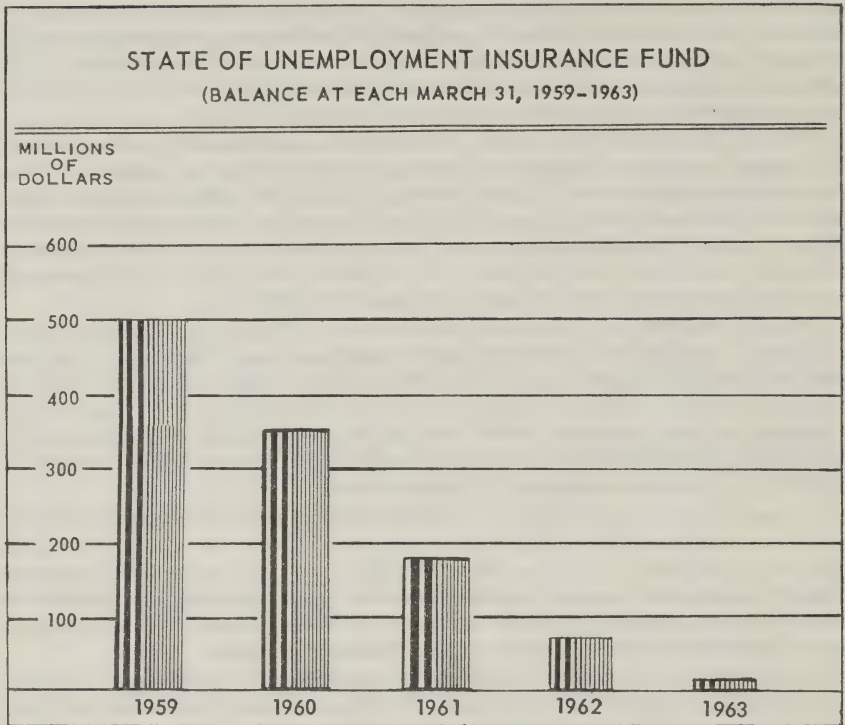
The Umpire disposed of 187 appeals, an increase of 67 over the previous year. Of the appeals decided, 165 (an increase of 71) were made by claimants and their associations, and 22 (a decrease of four) were made by insurance officers. The appeal of the claimant or his association was upheld in 50 cases and that of the insurance officer in 21 cases. The remaining 116 appeals were dismissed.

AGREEMENTS WITH OTHER COUNTRIES

In accordance with terms of the reciprocal arrangement that has been in force since 1942 between the governments of Canada and the United States, 3,039 claims were filed against Canada by persons residing in the United States who had formerly been employed in Canada. Conversely, persons residing in Canada, who had formerly been employed in the United States, filed 4,154 claims against various states of the United States.

There are still four states, Alabama, Iowa, Maine and New Hampshire, not participating in this reciprocal arrangement. Although two meetings were held with officials of the State of Maine, and considerable correspondence was conducted with the other non-signatory states, agreements were not concluded during the year. Appendix V shows the distribution of the interstate claims received by Canada and filed in Canada against the states during the year.

The Commission also provided histories in insurable employment in Canada for 737 persons for the purpose of determining entitlement to benefit under the National Insurance scheme in Britain. This information was supplied under an agreement with the United Kingdom which has been in force since January 1, 1960.



UNEMPLOYMENT INSURANCE FUND

The balance in the Fund at March 31, 1962, was \$66,598,051.79. During the year under review, contributions from employers, employees, and Government, coupled with penalties and interest from investments, provided a total revenue of \$346,285,947.75. This total was an increase of \$9,633,309.23 over revenue of the previous year.

Total benefit payments amounted to \$403,191,171.19, a decrease of \$51,548,268.20 from the year previous. For the six months of December to May, inclusive, benefit exceeded revenue; although this experience was reversed for the other months of the fiscal year, the balance at the end of the year revealed that benefit had exceeded revenue by \$56,905,223.36. This resulted in a balance of \$9,692,828.35 remaining in the Fund at March 31, 1963.

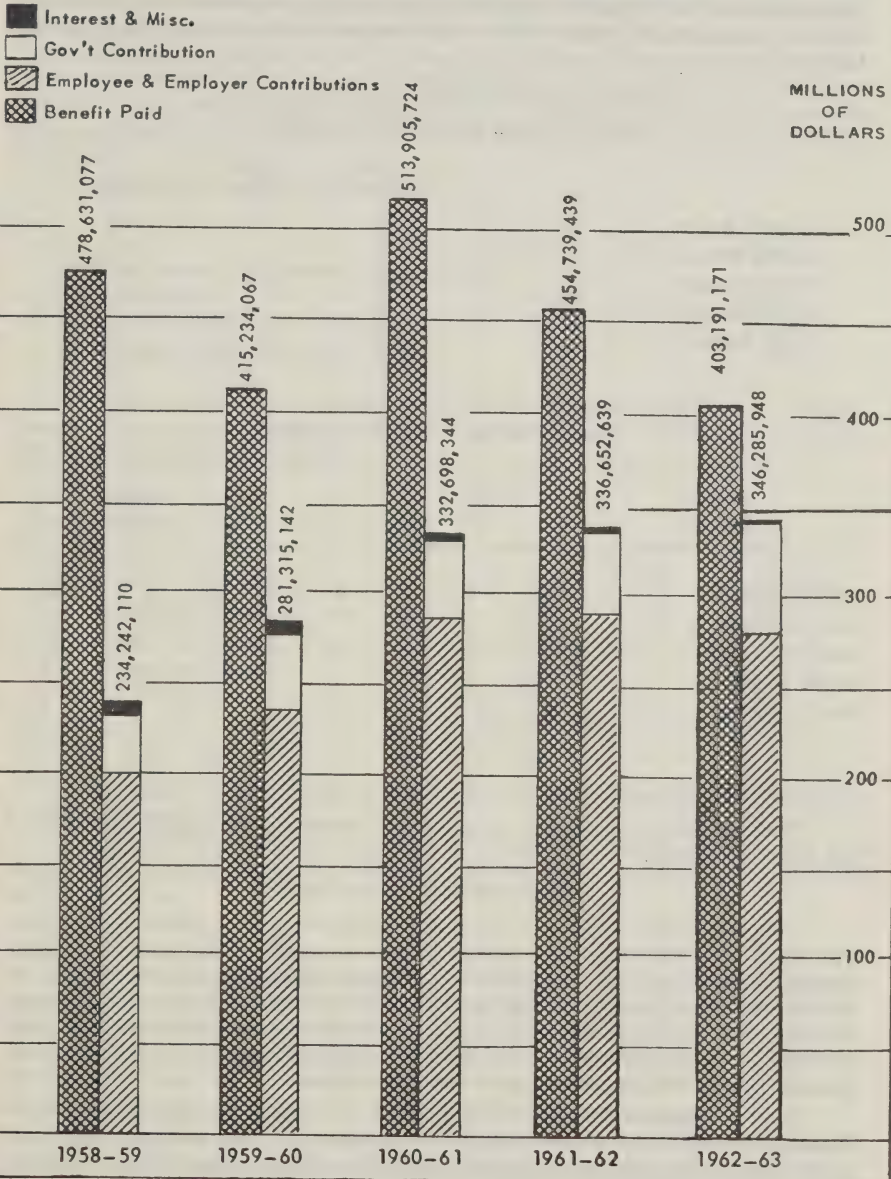
On September 29, 1961, the Government of Canada took over the entire portfolio of the investments of the Unemployment Insurance Fund. At March 31, 1963, non-marketable Government of Canada bonds, dated September 20, 1962, bearing interest at $5\frac{1}{8}$ per cent, were held in the amount of \$11,500,000.

TECHNICAL SERVICES

INSPECTION

During the fiscal year under review, the inspection division continued its work of inspecting offices of the Commission. In addition to ascertaining whether these offices are correctly interpreting and following directives issued by head office,

THE UNEMPLOYMENT INSURANCE FUND ANNUAL REVENUE AND EXPENDITURE



reviewing the internal operations, and evaluating the effectiveness of management, an assessment is made of the services provided the public.

For part of the year, inspectors were loaned to another division of the technical services branch, and this involved a manpower loss to inspection of 18 man-months. One resignation and the transfer of three inspectors to other positions reduced manpower available for inspection work by a further 32 man-months. In spite of this, 66 local offices and 12 branch offices were inspected, as shown in the following tables.

LOCAL, BRANCH AND ZONE OFFICES INSPECTED
DURING FISCAL YEAR 1962-63 BY REGIONS

	<i>Local Offices</i>	<i>Branch Offices</i>	<i>Total</i>
Atlantic Region.....	12	8	20
Quebec Region.....	12	—	12
Ontario Region.....	27	4	31
Prairie Region.....	9	—	9
Pacific Region.....	6	—	6
	66	12	78

GRADES OF LOCAL OFFICES INSPECTED

<i>Region</i>	<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>	<i>5</i>	<i>6</i>	<i>Branch Offices</i>	<i>Total</i>
Atlantic Region.....	—	2	2	6	2	—	8	20
Quebec Region.....	1	1	3	7	—	—	—	12
Ontario Region.....	3	11	6	4	2	1	4	31
Prairie Region.....	2	2	3	1	1	—	—	9
Pacific Region.....	—	—	6	—	—	—	—	6
	6	16	20	18	5	1	12	78

These inspections indicated a steady improvement in the over-all operation of the offices inspected.

INVESTIGATIONS—ENFORCEMENT

The main responsibility of the investigation division is to ensure that the provisions of the Unemployment Insurance Act are observed by persons claiming benefit. For this purpose, claims are investigated, irregularities discovered are reported, and legal procedure instituted or penalties imposed where circumstances warrant. The division is also responsible for reviewing cases referred by the audit division involving employer infractions of the Act and Regulations, and for determining whether or not prosecution will be undertaken.

The investigation division is also responsible, through the use of Exchequer Court and garnishment procedures, for the recovery of funds owing by employers or claimants. These procedures are only resorted to where there is ability to pay and other means of collection have failed.

During 1962-63, there were 28,494 investigations conducted as a result of saturation checks by the special group of investigators organized for this purpose. Of the 28,494 investigations conducted, 18,386 revealed possible irregularities requiring further investigation.

As an economy measure, further expansion of the division was curtailed during 1962. During the same period, positions which became vacant were not immediately filled, resulting in the division operating below strength for some time. Despite these problems, 113,204 investigations were completed with the number of investigations of suspected false statements increasing from 39,320 in 1961-62 to 39,888 in 1962-63. There was a decrease in the number of detected punishable infractions; this is attributed to the change in procedure which became effective in the 1961-62 fiscal year.

Comparative figures for the past three years are shown.

	1960-61	1961-62	1962-63
Penalties imposed on claimants under Section 65 of the Act.....	30,044	22,650	20,367
Prosecutions undertaken (claimants).....	2,026	2,091	2,090
Prosecutions undertaken (employers).....	496	752	808

The number and total amount of collections through garnishment and Exchequer Court procedures with comparative figures for the previous fiscal year are illustrated in the following table.

	1961-62		1962-63	
	Number	Amount	Number	Amount
Employers: Garnishment.....	762	\$54,944.03	909	\$ 71,465.89
Exchequer Court.....	57	2,284.10	46	2,569.77
Claimants: Garnishment.....	1,069	59,232.68	2,707	121,196.97
Exchequer Court.....	90	8,579.65	77	7,653.23
	1,978	\$125,040.46	3,739	\$202,885.86

In Appendix VII of this report, a statistical survey of investigations completed in 1962-63 is provided.

Appendix VIII contains a summary of prosecutions undertaken during the same period against employers and claimants for various infractions of the Act and Regulations.

AUDIT

Although at the end of the year 337,425 employers were registered, employer turnover meant that there were 400,520 employer files subject to audit during the year, a decrease of 2,953 from the previous year. These audit files are maintained in 38 district offices where most of the 329 field auditors on strength are located, although desk space for 112 resident auditors was provided in 104 local offices. At the end of the year, there were 33 vacant audit positions.

During the year, 213,078 audits were completed. There were 299,134 occasions where an employer appeared to be falling behind in stamp purchases. In these cases, letters were sent in an attempt to avoid the cost of a special interim visit.

Of the employers audited, 29 per cent were found to have not paid the required contributions within three days of the payday in the case of continuing employees, or immediately in the case of separating employees, as required by the Regulations. Overdue contributions amounting to \$3,052,166 were established against these delinquent employers.

The high incidence of delinquency persists from year to year despite the imposition of a 10 per cent penalty when an employer is delinquent on two successive occasions. Confusion and delay occur at time of claim when employers fail to provide a properly stamped book on separation; therefore, auditors make every effort to visit as many employers as they can. Although there is some deliberate evasion, this is not the main cause of delinquency. Procrastination and lack of knowledge as to the requirements of the Act and Regulations appear to be the predominant reasons why arrears of contributions occur.

When arrears are found, the auditors make every effort to assign the overdue contributions to the proper worker; to reduce collection costs, and to minimize contribution problems at time of claim, the auditors try to collect while still on the employer's premises. Cases where the district auditor is unable to collect are referred to the enforcement division for Exchequer Court or garnishment proceedings. Overdue contributions outstanding at the end of the year amounted to \$592,162, an increase of \$116,513 from the previous year. Of the amount outstanding, 53.5 per cent related to bankruptcy cases as compared to 48.1 per cent at the end of the previous year.

In addition to regular audits of employer records, 32,005 special investigations were undertaken as a result of complaints from workers that employers had not given them their contribution records and, as well, because the local office required assistance in establishing the propriety of questionable contributions discovered in insurance books when claims were being taken.

Auditors continued to reconcile the remittances of selected bulk payers against their contribution requirements. In only a few instances was it necessary to make any adjustments.

Auditors made 363 cash verifications at local offices the first full year of this activity. They also made 807 appearances in court in connection with legal proceedings instituted against employers for failure to produce records for audit, failure to maintain adequate records, failure to deliver contribution records to local offices or to separated employees, and similar types of non-compliance. As well, the auditors continued to act as employer relations officers on behalf of the National Employment Service in the case of small employers generally and also certain designated employers located in outlying areas.

STANDARDS AND METHODS

During the period under review, the standards and methods division was re-organized and its establishment increased in size. There was, however, only a small actual increase in personnel because of continuous recruiting difficulties and high turnover of staff.

The work measurement section successfully introduced its new reporting system in the local offices of the Quebec region. Offices began reporting under this system at the beginning of 1963 and their performance is now being assessed under the new time standards. Plans are now underway to extend the system to other regions.

Five surveys to determine staff requirements for the unmeasured portion of work performed in local offices were conducted.

Further tests were made to evaluate the effectiveness of the dual registration experiment initiated the previous year in two of the largest offices of the Commission. Such projects as feasibility studies and surveys on adjudication, stockroom services, telecommunications and dictating equipment were carried out by the systems and procedures section.

The data processing section, in conjunction with the insurance branch, continued to experiment with the use of punch cards. A number of trial experiments resulted in the implementation of certain refinements in mechanized procedures.

Employees of the Commission continued to display a genuine interest in the Suggestion Award Plan. During the year, 1,050 suggestions were received. This was a participation rate of 12.8 per one hundred employees, an increase of 88 per cent over the previous year. While only 20 suggestions were implemented, a number of others were adopted and awaited implementation.

ADMINISTRATION

LEGAL

The Legal Adviser's office continued with its principal function of advising the Commission and its officers on the legal aspects of the administration of the Unemployment Insurance Act and Regulations and dealing with problems arising out of their interpretation. In all, some 820 cases and questions were dealt with. Of these, 28 were referred to the Department of Justice for attention and opinion.

This office received, and advised the Commission, respecting 65 applications for formal coverage decisions under Section 30 of the Act, and prepared the decisions for the Commission; 15 of these were appealed to the Umpire. Seventeen appeals to the Umpire were processed by the preparation of necessary factum and submissions. Its solicitors also reviewed 190 benefit appeals and acted as counsel for the Commission at 38 oral hearings held at different points, namely: Ottawa, 11; Montreal, six; Toronto, 13; Quebec, seven; and Edmonton, one.

One amendment to the Regulations was drafted. It involved a change in subsection 3 of Section 85, the section defining earnings for contribution purposes, and was made necessary when a decision of the Umpire indicated that an interpretation could be placed on the section as formerly enacted which effected a result not in accord with what was intended or desired when the Regulation was originally enacted. The amendment is intended to clarify the purpose and intent of the section.

The tabling of the Report of the Gill Committee of Inquiry into the Unemployment Insurance Act precipitated a series of discussions and meetings to consider its recommendations.

The Legal Adviser was instructed to consider and make recommendations on the form for an abridgement or digest of Umpire cases which would be of value both to the Commission officers and others having use for such a work. Considerable work has been done on this project.

PUBLIC RELATIONS

The program of bi-weekly taped radio material prepared by head office was begun early in the fiscal year and local offices obtained extensive coverage for these NES promotional messages. An average of 198 radio stations of the 228 available carried the program regularly and local offices also obtained the co-operation of

several United States stations with coverage extending into Canada. Many of the stations using this feature aired each program two, three, or more times, with the result that each tape received an average of 335 airings. It is estimated that \$100,000 worth of public service time was donated to the Commission by radio stations; in addition, many local offices also used scripts of these tapes to obtain newspaper publicity.

Apart from head office tapes, 110 local offices conducted regularly-scheduled "Job Opportunities" programs over their local stations. Of these, 49 are daily and the balance are either weekly, tri-weekly or bi-weekly. The formats vary from one minute to 15 minutes, and special presentations such as direct airing from the local office are achieved. It is estimated that these programs, plus sporadic spot announcements, produce several million dollars worth of public service broadcasting time for the Commission.

Local offices have also extended the use of public service broadcasting time into the field of television. Using the same "Job Opportunities" format as is used on radio, 23 offices now conduct regularly-scheduled programs over 26 television stations. A number of these programs carry material from more than one local office, since the coverage of some stations extends into the area of two or more local offices.

By the end of the fiscal year, the National Film Board had almost completed the first of a series of one-minute television film clips for the Commission. These promote NES services and will be used by local offices to obtain public service television time. A survey conducted earlier in the year indicated that almost all TV stations in Canada can make use of such material.

Local offices obtained excellent coverage for publicity material aimed at obtaining the fullest possible co-operation from employers in reporting to the Commission the correct reason for separation when an employee leaves his job. Included in the material prepared by head office was a four-minute radio tape, which was aired over 135 stations; most stations carried the message a number of times. One station in the Maritimes played the tape 20 times in the course of a month. A special article was printed in 31 daily and 58 weekly newspapers as well as a number of national magazines.

Extensive general newspaper publicity was obtained by local offices. In addition to feature articles, offices conducted regular columns of NES comment in some 20 newspapers. A total of 9,210 individual newspaper clippings was submitted to head office by the field.

In addition to promoting interest in NES service by membership in community organizations and participation in local activities, the staff of local offices gave many speeches to audiences of various kinds, including students, service clubs and so forth. Almost 1,200 such addresses were given at which the total attendance approximated 125,000.

Use of the Commission's exhibit material was made by local offices at some 30 points across the country.

Head office produced a number of new pamphlets during the year, mainly on behalf of the employment branch. Subjects covered included NES service to retailors and resort operators, youth service, executive and professional service, and part-time help service. A new pamphlet entitled "Listen, Mr. Employer" was produced for the insurance branch as part of the program to obtain the co-operation of employers in the Commission's enforcement program.

ESTABLISHMENT AND ORGANIZATION

In view of the general economy program, no annual establishment review was conducted to consider establishment increases for 1963-64. However, provision was made for 468 upward and 99 downward reclassifications.

Extensive field work was carried out in connection with classification reviews for reclassifications provided in estimates; organization and classification studies relating to mechanized pay procedures were also undertaken. A number of new classification standards were established as a result of continuing studies to maintain and develop the Commission's staffing and classification program.

There were 8,726 regular employees on strength as of March 31, 1963, as compared to 8,941 employees as of March 31, 1962. On the same dates, there were 1,432 casual employees on strength as compared to 1,904. During the peak period in 1962-63, there were 1,899 casual employees on strength as compared to 2,758 in 1961-62. These employees are engaged mainly to assist in the additional seasonal workload of claims for unemployment insurance benefit.

Distribution of staff at the end of the 1962-63 fiscal year was:

	<i>Regular</i>	<i>Casual</i>
Head Office.....	385	17
Atlantic Region.....	891	224
Quebec Region.....	2,498	492
Ontario Region.....	2,766	448
Prairie Region.....	1,200	181
Pacific Region.....	986	70

Staff turnover decreased from the previous fiscal year. Figures for the last three years are: 1960-61, 10.34 per cent; 1961-62, 12.55 per cent; and 1962-63, 8.77 per cent.

STAFF DEVELOPMENT

Research was conducted in the area of manpower inventory with a view to developing a mechanized system of recording and up-dating personnel data to facilitate selection, and as a means of ensuring that available skills of individual employees are used to the best advantage. In this connection, exploratory interviews were held with employees and senior officers in three regions. As a result, a new method of recording personnel data is being devised and positive steps will be taken to transfer this data to punch cards in the coming year.

As a by-product of this research, it was possible to recruit a number of inspectors for the inspection division and to interest qualified employees in competing for positions where recruiting difficulties were encountered in the past. Another successful experiment carried out was the loan of a manager from a medium-sized office to the inspection division for a one-year term. As a result of this experiment, it is proposed to extend this program to other managers and supervisors, as conditions permit.

The following table shows the number of closed competitions conducted and appeals cleared during 1962.

CLOSED COMPETITIONS CONDUCTED AND APPEALS CLEARED—1962

<i>Region</i>	<i>No. Comps.</i>	<i>No. Appeals</i>	<i>Appeals Dis- allowed</i>	<i>Appeals Upheld</i>	<i>Re- exams Ordered</i>	<i>Deci- sion Revised</i>	<i>Appeals With- drawn</i>
Atlantic.....	66	8	6	1	1	0	1
Quebec.....	185	5	4	1	1	0	0
Ontario.....	235	23	11	8	8	5	4
Prairie.....	67	7	4	1	1	0	2
Pacific.....	76	6	2	0	0	0	4
Head Office.....	64	1	1	0	0	0	0
	693	50	28	11	11	5	11

Progress was made in the preparation of standard statements of duties for regional and local office positions. This further step toward decentralization of personnel operations will eliminate unnecessary delays and the need to transmit documents to head office and to the Civil Service Commission when vacancies occur.

STAFF TRAINING

The Commission's executive training program was introduced to some 1,289 supervisors at training meetings in five regional offices and 87 local offices. Executive training is a three-part program consisting of a selected reading service, a home study correspondence course, and a communication evaluation and guidance service. More than 200 managers and supervisors are participating in the selected reading service and some 600 are engaged in the home study course. Further executive training meetings are planned on a continuing basis.

A total of 954 new employees participated in the Commission's induction training program and 474 completed their induction training during the year. In addition, 420 new claims officers successfully completed their initial year of training. These programs are continuing.

Two new administrative training topics were added to the Commission's work training program. These were: a complete induction training program for newly-appointed local office managers; a two-unit training program for local office managers and supervisors to ensure that new or changed policies are understood and put into operation.

A career training course designed to prepare them for the work of insurance officer with limited adjudication authority was successfully completed by 75 employees; another group of 41 employees passed the final examination of a career training course as insurance officers with full authority. Both courses are continuing, with 595 actively engaged in the present courses. There were 712 employees enrolled in the Theory of Office Management course.

COMMISSION OFFICES

As of March 31, 1963, the Commission operated 258 offices. Of this number, five were regional offices, 200 were regular local offices, 44 were branch or zone offices and nine were in centres where itinerant service was provided on a weekly or

semi-weekly basis. Also, numerous temporary offices were opened for periods of from two to six months to service various construction projects and seasonal employment in agriculture.

In addition, the Commission continued arrangements whereby agents are appointed to complete all the necessary documents in connection with applications for unemployment insurance benefits. In this way, applicants who live too far away from any of the Commission offices are able to make their applications with a minimum of delay. This system substantially reduces the amount of correspondence with postal applicants.

Agents operating on March 31, 1963, numbered 249. Regionally, there were 90 in the Atlantic region, 73 in the Quebec region, 20 in the Ontario region, 42 in the Prairie region and 24 in the Pacific region. The number shown for the Prairie region includes four in the Northwest Territories and the number shown in the Pacific region includes two in the Yukon.

Telex—The Commission established a network of 23 telex stations covering the major cities in Canada. This provides a fast, modern, and economic means of communication and has been of great assistance to the provision of improved service to all users of the National Employment Service. During the fiscal year 1962-63, over 77,000 messages were transmitted from the 23 stations on the network. This includes the provision of job opportunities to radio and television stations in larger centres for air transmission.

Teletype—In order to provide a fast service to unemployment insurance claimants in the Province of Newfoundland, the Commission operates a leased teletype circuit between St. John's, Nfld., and the Atlantic regional office at Moncton from October 15 to April 15 of the following year. This is the period when air and sea transportation facilities encounter bad weather conditions and mail of all kinds is sometimes delayed for as long as a week.

In addition, the Commission operates intra-city teletype circuits in Montreal and Toronto. These provide for fast clearance and for cancellation of employer orders in the metropolitan areas of Toronto and Montreal. There are seven stations in each city. This system is also used to relay telex messages which are received at a single central point to the various offices in the metropolitan area.

ADMINISTRATIVE COSTS OF THE UNEMPLOYMENT INSURANCE COMMISSION DURING THE PERIOD APRIL 1, 1962, TO MARCH 31, 1963

(1) Salaries and Wages.....	\$42,159,647.51
(1) Overtime.....	125,224.48
(2) Living and Other Allowances.....	26,692.11
(4) Professional and Special Services.....	203,771.34
(4) Commission to Post Office Department.....	944,347.55
(4) Corps of Commissionaires Services.....	261,534.58
(5) Travelling and Removal Expenses.....	922,920.72
(6) Freight, Express and Cartage.....	118,939.47
(7) Postage.....	1,057,460.36
(8) Telephones, Telegrams and Other Communication Services.....	649,709.30

UNEMPLOYMENT INSURANCE COMMISSION

ADMINISTRATIVE COSTS OF THE UNEMPLOYMENT INSURANCE
COMMISSION DURING THE PERIOD APRIL 1, 1962, TO
MARCH 31, 1963—Concluded

(9) Publication of Departmental Reports and Other Material.....	33,109.22
(10) Exhibits, Advertising, Films, Broadcasting and Displays.....	110,901.61
(11) Office Stationery, Supplies and Equipment.....	1,069,949.15
(12) Unemployment Insurance Stamps.....	34,930.35
(12) Materials and Supplies.....	13,830.13
(15) Rental of Office Accommodation.....	1,567.00
(16) Acquisition of Equipment.....	3,806.60
(17) Repairs and Upkeep of Equipment.....	4,913.55
(19) Municipal or Public Utility Services.....	3,160.71
(21) Unemployment Insurance Contributions.....	33,210.35
(22) Umpire, National Advisory Committee, National, Regional and Local Employment Committees and Boards of Referees.....	231,647.70
(22) Sundries.....	22,836.04
	<hr/>
	\$48,034,109.83

APPENDIX I

LOCATION OF OFFICES OF THE UNEMPLOYMENT INSURANCE COMMISSION

Head Office—OTTAWA, Ont.

REGIONAL OFFICES

Atlantic Region—Moncton, N.B.

Ontario Region—Toronto, Ont.

Quebec Region—Montreal, Que.

Prairie Region—Winnipeg, Man.

Pacific Region—Vancouver, B.C.

NATIONAL EMPLOYMENT SERVICE OFFICES

Newfoundland

Corner Brook
Grand Falls
*St. John's

Prince Edward Island

*Charlottetown
Summerside

Nova Scotia

Amherst
Bridgewater
Dartmouth
Glace Bay
*Halifax
Inverness
Kentville
Liverpool
*New Glasgow
New Waterford
North Sydney
Pictou
Port Hawkesbury
Springhill
*Sydney
Sydney Mines
Truro
Yarmouth

New Brunswick

*Bathurst
Campbellton
Chatham
Edmundston
*Fredericton
Minto
*Moncton
Newcastle
Oromocto
Sackville
*Saint John
St. Stephen
Shediac
Sussex
Woodstock

Quebec

Acton Vale
*Alma
Arvida
Asbestos
Baie-Comeau
Beauharnois
Buckingham
Campbell's Bay
Cartierville
Causapsal
*Chandler
*Chicoutimi
Coaticook
Cowansville
Dolbeau
*Drummondville
East Angus
Farnham
Forestville
Gaspé

Quebec (Cont.)

Granby
Grand'Mère
Grindstone Island
(Magdalen Island)
*Hull
*Joliette
Jonquière
Lachine
Lachute
Lac Mégantic
La Malbaie
La Tuque
Levis
Longueuil
Louiseville
Magog
Maniwaki
Matane
Mont Laurier
Montmagny
Montmorency
*Montreal
Business, Youth
and Professional
Centre
Eastern
Northern
Western
New Richmond
Plessisville
Port-Alfred
*Quebec
Richmond
Rimouski
Rivière-du-Loup
Roberval
*Rouyn
Ste-Agathe-des-
Monts
Ste-Anne-de-
Bellevue
St-Hyacinthe
St-Jean
St-Jérôme
Ste-Thérèse
Sept-Îles
*Shawinigan
*Sherbrooke
Sorel
Thetford Mines
*Trois-Rivières
Val-d'Or
Valleyfield
Victoriaville

Ontario

Arnprior
Barrie
Belleville
Bracebridge
Brampton
*Brantford
Brockville
Carleton Place
Chatham
Cobourg
Cochrane

Ontario (Cont.)

Collingwood
*Cornwall
Dunnville
Elliot Lake
Fort Erie
Fort Frances
*Fort William
Galt
Gananoque
Goderich
Guelph
*Hamilton
Hawkesbury
Hearst
Ingersoll
Kapuskasing
Kenora
*Kingston
Kirkland Lake
*Kitchener
Leamington
Lindsay
Listowel
*London
Long Branch
Midland
Napane
New Liskeard
Newmarket
Niagara Falls
*North Bay
Oakville
*Orillia
*Oshawa
*Ottawa
*Owen Sound
Parry Sound
*Pembroke
Perth
Peterborough
Picton
Port Arthur
Port Colborne
Port Hope
Prescott
Renfrew
*St. Catharines
St. Thomas
Sarnia
Sault-Ste-Marie
Scarborough
Simcoe
Smiths Falls
Stratford
Sturgeon Falls
*Sudbury
Tillsonburg
Timmins
*Toronto
Business, Youth
and Professional
Centre
Eastern
Western
Trenton
Walkerton
Wallaceburg
Welland

Ontario (Cont.)

Weston
*Windsor
Woodstock

Manitoba

*Brandon
Dauphin
Flin Flon
Portage-la-Prairie
St-Boniface
Selkirk
The Pas
*Winnipeg

Saskatchewan

Estevan
Lloydminster
Moose Jaw
North Battleford
Prince Albert
*Regina
*Saskatoon
Swift Current
Weyburn
Yorkton

Alberta

Blairmore
*Calgary
Drumheller
*Edmonton
Edson
Grande Prairie
*Lethbridge
Medicine Hat
Red Deer

British Columbia

Chilliwack
Courtenay
Cranbrook
Dawson Creek
Duncan
Kamloops
Kelowna
Kitimat
Mission City
Nanaimo
*Nelson
*New Westminster
North Vancouver
*Penticton
Port Alberni
*Prince George
Prince Rupert
Princeton
Quesnel
Trail
*Vancouver
Vernon
*Victoria

Yukon Territory

Whitehorse

Great Britain

London, England

NOTE: *indicates that Boards of Referees appointed at these centres.

APPENDIX II

EMPLOYMENT OPERATIONS BY THE LOCAL OFFICES OF THE UNEMPLOYMENT INSURANCE COMMISSION, APRIL 2, 1962 TO MARCH 30, 1963, BY PROVINCES.

Province		Applications Registered	Vacancies Notified	Total Placements	Regular ¹ Placements	Casual ² Placements
Newfoundland.....	Male	70,914	8,725	8,331	5,401	2,930
	Female	6,820	1,841	1,233	1,046	187
	Total	77,734	10,566	9,564	6,447	3,117
Prince Edward Island.....	Male	18,868	8,682	6,997	3,542	3,455
	Female	7,246	3,882	3,512	2,548	964
	Total	26,114	12,564	10,509	6,090	4,419
Nova Scotia.....	Male	108,816	25,453	23,598	18,513	5,085
	Female	35,601	14,510	11,518	8,438	3,080
	Total	144,417	39,963	35,116	26,951	8,165
New Brunswick.....	Male	115,866	29,000	28,742	22,725	6,017
	Female	35,551	12,768	10,933	9,562	1,371
	Total	151,417	41,768	39,675	32,287	7,388
Quebec.....	Male	892,757	303,178	266,176	208,293	57,883
	Female	272,526	135,870	105,964	87,919	18,045
	Total	1,165,283	439,048	372,140	296,212	75,928
Ontario.....	Male	1,041,338	374,125	323,008	219,947	103,061
	Female	459,672	211,714	168,210	123,353	44,857
	Total	1,501,010	585,839	491,218	343,300	147,918
Manitoba.....	Male	140,845	49,584	43,438	26,756	16,682
	Female	63,870	30,703	25,660	17,094	8,566
	Total	204,715	80,287	69,098	43,850	25,248
Saskatchewan.....	Male	101,727	35,030	32,480	23,898	8,582
	Female	39,254	16,621	13,382	10,557	2,825
	Total	140,981	51,651	45,862	34,455	11,407
Alberta.....	Male	190,894	73,295	65,609	51,438	14,171
	Female	77,727	39,122	29,194	22,929	6,265
	Total	268,621	112,417	94,803	74,367	20,436
British Columbia.....	Male	409,251	86,200	79,520	54,353	25,167
	Female	165,879	77,200	68,796	37,676	31,120
	Total	575,130	163,400	148,316	92,029	56,287
Canada.....	Male	3,091,276	993,272	877,899	634,866	243,033
	Female	1,164,146	544,231	438,402	321,122	117,280
	Total	4,255,422	1,537,503	1,316,301	955,988	360,313
Comparable Totals						
1961-1962.....	Male	3,164,833	874,491	778,754	562,557	216,197
	Female	1,120,693	487,109	385,457	297,771	87,686
	Total	4,285,526	1,361,600	1,164,211	860,328	303,883

¹Includes Transfers-Out.

²Placements are termed "Casual" when the duration of the employment is six or less working days' duration.

APPENDIX III

EMPLOYMENT OPERATIONS BY THE LOCAL OFFICES OF THE UNEMPLOYMENT INSURANCE COMMISSION APRIL 2, 1962 TO MARCH 30, 1963, BY REGIONS.

Region		Applications Registered	Vacancies Notified	Total Placements	Regular ¹ Placements	Casual ² Placements
Atlantic.....	Male	314,464	71,860	67,668	50,181	17,487
	Female	85,218	33,001	27,196	21,594	5,602
	Total	399,682	104,861	94,864	71,775	23,089
Quebec.....	Male	892,757	303,178	266,176	208,293	57,883
	Female	272,526	135,870	105,964	87,919	18,045
	Total	1,165,283	439,048	372,140	296,212	75,928
Ontario.....	Male	990,396	357,788	307,465	207,953	99,512
	Female	445,598	206,621	163,833	119,915	43,918
	Total	1,435,994	564,409	471,298	327,868	143,430
Prairie.....	Male	484,408	174,246	157,070	114,086	42,984
	Female	194,925	91,539	72,613	54,018	18,595
	Total	679,333	265,785	229,683	168,104	61,579
Pacific.....	Male	409,251	86,200	79,520	54,353	25,167
	Female	165,879	77,200	68,796	37,676	31,120
	Total	575,130	163,400	148,316	92,029	56,287
Canada.....	Male	3,091,276	993,272	877,899	634,866	243,033
	Female	1,164,146	544,231	438,402	321,122	117,280
	Total	4,255,422	1,537,503	1,316,301	955,988	360,313
Comparable Totals						
1961-1962.....	Male	3,164,833	874,491	778,754	562,557	216,197
	Female	1,120,693	487,109	385,457	297,771	87,686
	Total	4,285,526	1,361,600	1,164,211	860,328	303,883

¹Includes Transfers-Out.

²Placements are termed "Casual" when the duration of the employment is six or less working days' duration.

APPENDIX IV NUMBER OF CLAIMS RECEIVED AND THEIR DISPOSAL DURING THE YEAR 1962-1963 BY PROVINCES

	Total	Newfoundland	Prince Edward Island	Nova Scotia	New Brunswick	Quebec	Ontario	Manitoba	Saskatchewan	Alberta	British Columbia
INITIAL CLAIMS											
Pending 31 March, 1962	40,179	1,657	298	2,353	2,370	13,729	10,854	1,599	1,119	2,171	4,029
Received—in person	1,260,857	22,245	6,813	52,869	49,099	392,049	435,882	56,243	33,038	72,219	140,000
— postal	246,945	38,828	4,698	20,229	28,369	69,993	32,830	12,388	12,829	10,358	20,423
Total	1,547,981	62,730	11,809	75,451	75,838	475,771	479,566	70,630	46,986	84,748	164,452
Allowed—Regular benefit											
No disqualification	796,629	21,400	4,117	36,226	32,426	251,052	266,705	35,736	23,989	45,169	79,809
With disqualification	132,368	3,199	541	4,814	3,856	37,400	50,040	5,853	3,833	8,247	14,725
Allowed—Fishing Benefit											
No disqualification	380	73	11	201	39	8	4	3	—	—	41
With disqualification	108	62	—	40	3	—	1	—	—	—	2
Allowed—Seasonal benefit											
No disqualification	307,754	15,078	3,664	16,538	22,059	98,307	80,347	16,078	11,600	15,371	28,712
With disqualification	23,631	1,517	180	983	1,082	8,274	6,513	960	835	1,201	2,086
Allowed—Seasonal benefit—Fishing											
No disqualification	30,330	10,680	2,041	6,161	4,175	1,247	758	548	2	45	4,673
With disqualification	1,076	516	49	133	61	66	13	17	—	4	217
Total Allowed	1,292,476	52,525	10,603	65,156	63,701	396,354	404,381	59,195	40,259	70,037	130,265
Not allowed—Either regular or SB											
Pending 31 March, 1963	209,547	8,029	941	7,954	9,812	63,617	62,559	9,236	5,261	11,660	30,478
	45,958	2,176	265	2,341	2,325	15,800	12,626	2,199	1,466	3,051	3,709
Total, Allowed, Not Allowed, and Pending	1,547,981	62,730	11,809	75,451	75,838	475,771	479,566	70,630	46,986	84,748	164,452
RENEWAL AND REVISED CLAIMS											
Pending 31 March, 1962	24,926	797	74	969	971	8,818	7,627	884	493	1,420	2,873
Received 1 April, 1962 to 31 March, 1963	1,170,733	29,494	4,563	49,451	44,965	380,819	396,813	44,742	25,538	62,635	131,713
Total	1,195,659	30,291	4,637	50,420	45,936	389,637	404,440	45,626	26,031	64,055	134,586
Allowed											
No disqualification	836,566	22,864	3,215	38,041	34,152	262,974	282,780	32,997	18,334	45,549	95,660
With disqualification	252,789	5,267	1,069	9,042	8,158	86,893	89,053	8,632	5,335	12,590	26,750
Not entitled	51,762	1,255	1,556	2,103	2,399	14,401	14,001	1,383	769	2,136	5,587
Appeals to Boards of Referees	28,700	1,180	90	1,902	592	8,393	9,991	1,511	974	2,050	4,017
Appeals to Unipire	232	8	8	4	4	56	110	4	2	8	40
Pending 31 March, 1963	25,610	725	90	871	927	8,922	8,105	1,099	617	1,722	2,552
Total	1,195,659	30,291	4,637	50,420	45,936	389,637	404,440	45,626	26,031	64,055	134,586
Adintates—Approved											
—Not Approved	2,234	56	6	68	91	607	826	75	44	206	255
Extension of Qualifying Period—Approved	3,039	127	5	178	101	854	978	112	86	238	360
—Not approved	21,807	227	61	529	894	7,795	6,404	1,005	490	1,373	3,029
Dependency—Not Approved	8,284	43	10	130	166	4,448	1,966	219	99	477	726
	25,040	2,012	132	990	912	8,771	7,952	934	508	1,186	1,645

GROSS AMOUNT OF BENEFIT PAID, REASONS FOR CLAIMS DISALLOWED AND DISQUALIFIED, AND
NUMBER OF INTERSTATE CLAIMS DURING THE YEAR 1962-1963 BY PROVINCES

	Total	Newfoundland	Prince Edward Island	Nova Scotia	New Brunswick	Quebec	Ontario	Manitoba	Saskatchewan	Alberta	British Columbia
	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$
REGULAR BENEFIT PAID											
From 1 April, 1962 to 31 March, 1963.....	318,119,374	13,261,088	1,875,421	15,492,783	13,627,697	97,269,843	98,725,299	15,393,408	10,273,659	18,529,309	33,670,867
SEASONAL BENEFIT PAID											
From 1 April, 1962 to 31 March, 1963.....	85,071,797	7,612,021	1,532,773	5,800,265	6,318,952	25,756,443	19,097,051	4,157,024	2,829,465	3,650,008	8,317,795
Total.....	403,191,171	20,823,109	3,408,194	21,293,048	19,946,649	123,026,286	117,822,350	19,550,432	13,103,124	22,179,317	41,988,662
*REASONS FOR REGULAR CLAIMS DISALLOWED											
Not 30 weeks (Sec. 45(1)(A)).....	247,419	17,892	3,338	13,858	13,695	68,606	66,389	10,528	7,455	12,564	33,094
Not 8 weeks (Sec. 45(1)(B)).....	179,334	9,204	1,902	9,834	11,497	55,935	48,612	9,550	6,333	8,917	17,550
Not 24 weeks (Sec. 45(2)).....	145,512	8,717	1,635	8,036	11,996	46,969	35,185	6,760	3,907	6,797	15,510
Not 6 weeks (Fishing Reg's).....	73	7	15	26	1	1	4	1	3	3	12
Total.....	572,338	35,820	6,890	31,754	37,189	171,511	150,190	26,839	17,698	28,281	66,166
REASONS FOR DISQUALIFICATION											
Not Unemployed.....	12,233	550	181	740	594	3,832	2,936	598	874	780	1,148
Not Capable of Work.....	13,081	355	58	623	535	2,253	6,669	306	234	432	1,616
Not Available for work.....	117,152	2,136	473	3,506	3,351	35,937	42,423	6,149	3,770	7,318	12,089
Loss of work due to labour dispute.....	4,812	—	—	49	136	1,961	2,057	195	94	17	303
Refusal of work.....	19,566	182	162	1,092	548	6,664	7,478	584	469	1,027	1,360
Neglect of opportunity for work.....	2,817	11	5	70	37	1,207	993	37	49	143	265
Failure to carry out written direction.....	1,878	2	—	16	41	925	671	26	9	135	53
Non-Attendance at course of Instruction.....	1,620	4	5	660	76	6,087	990	27	29	53	47
Employment Lost by own misconduct.....	17,502	363	54	280	492	27,914	6,397	551	320	940	1,638
Voluntary leaving without just cause.....	91,080	2,113	336	3,166	2,699	—	30,359	4,104	2,343	5,960	12,086
Inmate of prison or resident outside of Canada.....	448	17	5	18	42	92	176	7	4	4	83
Failure to lodge insurance book, etc. (Fishing reg's).....	49,560	2,827	204	1,852	1,740	16,515	17,001	1,518	766	2,717	4,420
Misrepresentation.....	193	67	—	87	4	—	6	11	—	1	17
Miscellaneous (sec. 69(2)(a)(iii)).....	36,000	840	229	1,650	1,440	15,859	11,427	548	410	1,046	2,551
Loss of work due to incapacity, etc. (Determination and Allocation of Earnings).....	218	17	8	19	36	—	—	17	14	17	86
	6,835	215	22	531	456	1,411	2,675	95	101	230	1,099
	35,177	862	97	965	933	11,615	13,358	689	517	1,222	4,919
Total.....	410,172	10,561	1,839	15,072	13,160	132,633	145,620	15,462	10,003	22,042	43,780
INTERSTATE CLAIMS											
Claims Filled in Canada by U.S.A. Claimants.....	4,154	28	10	159	379	1,611	1,096	66	35	137	633
Claims Filled in U.S.A. by Canadian Claimants.....	3,039	—	—	—	215	564	1,207	449	—	—	604

*Benefit Periods were subsequently established as Revised Claims for (1) 19,708 Claimants
(2) 9,980 Claimants
(3) 8,291 Claimants
(4) 16 Claimants.

UNEMPLOYMENT INSURANCE COMMISSION

APPENDIX VI

NUMBER OF "ACTIVE" CLAIMANTS ON THE LAST DAY OF EACH MONTH 1962-1963

	April 1962	May	June	July	August	September	October	November	December	January 1963	February	March
Newfoundland.....	(1) 13,727 2 13,526 3 52	9,885 15 919 9	6,678 16 749 6	5,883 15 819 7	5,824 7 744 3	5,783 9 718 7	6,063 3 880 3	13,114 918 2,408 2	20,950 12,035 3,851 2	22,749 16,631 3,958 3	19,586 20,430 3,729 11	17,080 18,691 3,857 9
Prince Edward Island.....	(1) 2,141 2 2,685 3 17	919 9	749 6	819 7	744 3	718 7	880 3	2,408 2	3,851 2	3,958 3	3,729 4,285 11	3,189 3,857 9
Nova Scotia.....	(1) 20,439 2 13,121 3 345	14,736 185	10,181 151	9,927 105	10,633 101	10,183 80	12,526 105	18,576 744 77	24,182 6,714 104	26,631 13,340 166	25,521 15,426 220	24,449 15,610 226
New Brunswick.....	(1) 18,010 2 14,668 3 208	12,386 104	8,568 83	8,159 73	8,709 57	8,744 47	10,242 61	17,338 652 66	22,976 8,048 90	24,160 13,584 137	23,402 16,190 156	21,719 17,061 194
Quebec.....	(1) 115,134 2 59,486 3 1,965	80,528 1,054	66,079 854	63,101 940	57,618 801	60,286 826	73,359 729	106,610 4,859 759	154,207 25,120 998	163,180 45,255 1,405	164,788 56,489 1,617	155,389 60,590 1,404
Ontario.....	(1) 110,117 2 46,346 3 1,437	79,848 667	71,161 630	79,693 690	71,631 552	65,210 525	78,959 443	107,449 2,372 551	147,383 19,916 616	165,078 32,118 838	160,009 41,510 1,229	148,631 43,364 1,404
Manitoba.....	(1) 19,472 2 9,766 3 216	12,570 207	9,890 117	8,526 97	7,693 89	8,647 79	11,314 59	18,164 541 43	24,361 4,483 135	29,492 6,677 69	26,923 8,703 91	23,261 8,869 94
Saskatchewan.....	(1) 12,292 2 6,769 3 102	6,669 59	5,010 51	4,482 26	4,164 30	4,277 22	5,941 28	11,316 325 24	17,523 2,573 35	21,377 4,306 82	19,956 5,975 93	17,009 6,925 118
Alberta.....	(1) 25,293 2 8,244 3 116	15,966 68	11,983 50	9,937 48	10,131 46	10,678 57	13,676 35	22,069 324 27	26,261 2,976 50	31,970 6,195 86	31,195 7,884 103	29,176 8,443 62
British Columbia.....	(1) 36,655 2 16,587 3 604	30,355 292	24,012 236	21,448 239	21,547 201	23,273 164	31,180 148	44,581 1,735 171	54,933 11,361 200	55,207 16,730 348	49,090 19,400 425	43,079 19,126 443
Total.....	(1) 373,280 2 191,198 3 5,062	263,862 2,660	214,311 2,194	211,975 2,240	198,694 1,887	197,799 1,816	244,140 1,614	361,627 12,566 1,731	496,627 95,338 2,257	543,802 159,279 3,137	524,169 196,292 3,965	482,982 204,336 4,556

1. Ordinary 2. Seasonal 3. "Stick" Included in Nos. 1 and 2.

APPENDIX VII

INVESTIGATION STATISTICS—FISCAL YEAR 1962-1963
(Claimants)

Region and *Number of Enforcement Officers	INVESTIGATIONS COMPLETED				PUNITIVE ACTION	
	Suspected False Statements	Spot Check and Miscellaneous	Total	Average Investigation per Enforcement Officer	Prosecu- tions Recom- mended	Penalties Imposed Under Section 65
Atlantic (12).....	4,428	7,811	12,239	1,019.9	159	2,848
Quebec (32).....	16,081	20,028	36,109	1,128.4	1,049	9,713
Ontario (29).....	12,152	25,268	37,420	1,290.3	518	5,466
Prairie (13).....	3,422	9,480	12,902	992.5	193	1,181
Pacific (13).....	3,805	10,729	14,534	1,118.0	171	1,159
Total.....	39,888	73,316	113,204	1,143.5	2,090	20,367

*The number of Enforcement Officers is the average number on duty, calculated on the basis of man-days of work performed during the fiscal year.

APPENDIX VIII

LEGAL PROCEEDINGS INSTITUTED UNDER THE UNEMPLOYMENT
INSURANCE ACT AND THE UNEMPLOYMENT INSURANCE REGULATIONS

Nature of Proceedings	Carried Over 1961-62	Com- menced Fiscal Year 1962-63	Prosecu- tions Finalized	Con- victions	With- drawals and Abandon- ments	Acquit- tals	Awaiting Results of Trials
Proceedings against em- ployers for infractions of the Act and Regulations....	112	808	801	763	31	7	119
Proceedings against claim- ants for obtaining bene- fit through false state- ments.....	447	2,090	1,950	1,867	66	17	587
Totals.....	559	2,898	2,751	2,630	97	24	706

APPENDIX IX

UNEMPLOYMENT INSURANCE FUND

Statement of Income and Expenditure for the year ended March 31, 1963
(with comparative figures for the year ended March 31, 1962)

	<u>1963</u>	<u>1962</u>
<i>Income:</i>		
Contributions from employers and employees:		
Bulk payment method.....	\$167,283,898	\$157,513,687
Stamp method.....	102,694,063	102,700,444
Meter method.....	17,073,888	18,450,290
	<u>\$287,051,849</u>	<u>\$278,664,421</u>
Less: Refunds.....	621,767	875,657
	<u>\$286,430,082</u>	<u>\$277,788,764</u>
Contributions from Government of Canada.....	57,286,016	55,557,753
Income from investments.....	2,466,367	6,177,191
Penalties.....	103,483	90,050
	<u>\$346,285,948</u>	<u>\$339,613,758</u>
<i>Expenditure:</i>		
Benefit payments:		
Ordinary.....	\$392,308,929	\$443,224,577
Fishermen.....	10,882,242	11,514,862
	<u>\$403,191,171</u>	<u>\$454,739,439</u>
Interest on loans.....	—	2,961,120
	<u>\$403,191,171</u>	<u>\$457,700,559</u>
Excess of expenditure over income.....	<u>\$ 56,905,223</u>	<u>\$118,086,801</u>

NOTE: The benefit payments shown above included the following seasonal benefits (estimated): 1962-63, \$85,071,797; 1961-62, \$102,411,212.

(with comparative figures as at March 31, 1962)

<i><u>Assets</u></i>	<u>1963</u>	<u>1962</u>	<i><u>Liabilities</u></i>	<u>1963</u>	<u>1962</u>
Deposit with Receiver General of Canada.....	\$ 4,996,079	\$ 4,555,163	Unredeemed warrants	\$ 11,176,512	\$ 6,541,601
Deposits with banks for redemption of war- rants.....	4,892,668	4,575,063	Deposits from employers.....	5,561,483	5,074,816
Advances to local offices for payment of bene- fits by cash.....	4,747,011	5,404,571	Balance of the Fund:		
Recoverable from Parliamentary appropriation	1,186	4,586	At beginning of year.....	\$ 66,598,052	184,684,853
Accrued interest on investments.....	293,880	1,175,086	Deduct: Excess of ex- penditure over income for the year, as per statement attached.....	56,905,223	118,086,801
			At end of year.....	9,692,829	66,598,052
Investments:					
Government of Canada non-negotiable bonds, 5½%, dated September 30, 1962, re- deemable at par, subject to 30 days prior notice.....	11,500,000				
Government of Canada non-negotiable bonds, 3¼%, dated September 29, 1961, re- deemable at par, subject to 30 days prior notice.....		62,500,000			
	\$ 26,430,824	\$ 78,214,469		\$ 26,430,824	\$ 78,214,469

APPENDIX XI

NUMBER OF CLAIMS FOR SEASONAL BENEFIT ESTABLISHED
AND AMOUNT OF SEASONAL BENEFIT PAID, GROUPS "A" AND "B", BY YEARLY
SEASONAL BENEFIT PERIODS, 28 FEBRUARY, 1950, TO 19 MAY, 1962

Seasonal benefit is payable in accordance with the provisions of Section 53 of the Unemployment Insurance Act to claimants unable to qualify for regular benefit in respect of unemployment occurring between the week in which 1 December falls and the week in which 15 May falls in the following year. A seasonal benefit claimant falls into one of two groups:

1. He had at least 15 contribution weeks since the Saturday immediately preceding the previous 31 March (Group "A"); or

2. His most recent *regular* benefit period terminated since the preceding 15 May (Group "B").

Prior to 2 October, 1955, the payments were described as supplementary benefit and first became payable on 28 February, 1950. Until 1952, payment was made only in respect of unemployment occurring between 1 January and 31 March. By an amendment made in July, 1952, this period was extended to mid-April, and in November, 1957, it was further lengthened to the period now in effect, i.e. from the beginning of December to mid-May.

Yearly Seasonal Benefit Period	Seasonal Benefit Claims Established				Amount of Seasonal Benefit Paid			
	Group A		Group B		Group A		Group B	
	Number	%	Number	%	Amount	%	Amount	%
1950 (28 Feb.-15 April)*	15,700	14*	53,400	47*	\$ 494,800	11*	\$ 2,207,900	50*
1951 (1 Jan.-31 March)*	35,500	39*	53,000	60*	1,000,500	26*	2,871,600	74*
1952 (1 Jan.-31 March)	34,900	36	61,100	64	1,120,500	25	3,442,900	75
1953 (1 Jan.-15 April)	39,900	27	109,400	73	1,410,000	15	7,780,600	85
1954 (1 Jan.-15 April)	51,500	25	159,200	75	1,917,800	14	12,140,400	86
1955 (1 Jan.-15 April)	55,900	22	194,100	78	5,732,600	20	23,158,100	80
1956 (30 Dec.-21 April)	101,100	40	154,600	60	13,602,800	36	24,477,100	64
1957 (29 Dec.-20 April)	144,000	69	64,800	31	19,820,300	67	9,797,200	33
1958 (30 Nov./57-28 June/58)	220,800	47	249,700	53	50,920,700	47	58,878,700	53
1959 (30 Nov./58-16 May/59)	256,000	58	188,300	42	59,993,800	61	38,389,400	39
1960 (29 Nov./59-21 May/60)	284,700	64	159,100	36	70,477,300	71	28,573,000	29
1961 (27 Nov./60-20 May/61)	278,100	60	187,600	40	73,990,600	66	38,145,600	34
1962 (26 Nov./61-19 May/62)	236,600	63	138,800	37	60,522,000	69	28,363,300	31

*In these two years seasonal benefit was also paid to persons not qualified for regular benefit who had been employed in logging and certain other employments which had recently been made insurable. In this period 45,166 persons were paid a total of \$1,794,050. This provision was not operative after 1951.

Note: The fluctuations in the relative proportions of seasonal benefit, Group A and Group B, were mainly due to the following. Prior to the 1957 seasonal benefit period (1 Jan.-20 April) the majority of claimants established seasonal benefit claims in Group B as this class was more favourable. Commencing with the 1957 seasonal benefit period, a claimant who failed to qualify for regular benefit was first tested for qualification in Group A (15 contribution weeks) and only if he failed that test was he considered for Group B (regular benefit period terminated after 15 April). He was not entitled to the class of seasonal benefit that was more favourable to him.

REPORT OF ACTIVITIES BY REGION

ATLANTIC REGION

EMPLOYMENT

SERVICE TO INDUSTRIES

Primary Industries—The serious impact on employment in two of the Atlantic Provinces, resulting from the closure, during the previous fiscal year, of two collieries in Cape Breton and the reduction in work force of the iron ore mine on Bell Island, Newfoundland, was appreciably less during the year under review. Most of the displaced miners were absorbed by other collieries or by other industries.

However, a substantial number of miners were on the labour market when another colliery in Cape Breton ceased operations in August. By year-end, most of these laid-off miners had been placed in collieries in the area or in other industries. NES helped find jobs for many, including 141 at the two federal projects in Cape Breton—the restoration of the Fortress of Louisbourg and the reforestation program. During the year, NES offices in the Atlantic region made a total of 1,257 placements in the mining industry, an increase of 82.4 per cent over the previous year.

NES continued to extend a specialized recruitment service to woodlands divisions of pulp and paper companies in the Maritimes and the U.S.A., and to other logging employers. However, 13.2 per cent fewer placements were made than in the previous year.

Fishing operations followed much the same pattern as in other years. Employment was slow at the beginning of the season because of poor catches. Fish landings were down, although value was up. Later in the year, both catches and landings were substantial, resulting in improved employment. Total placements through NES were down slightly in comparison with last year.

A mobile labour force enabled NES to supply groups of workers for seasonal employment on farms within the region, in Ontario, and for temporary seeding and harvesting work in the United States. Some of the organized movements of farm workers within the Maritimes, and also the one to Ontario, were carried out under assisted transportation facilities provided by federal-provincial agreements.

NES placed 596 potato harvesters in New Brunswick and 2,688 in Prince Edward Island. Among the Prince Edward Island group, 663 were recruited in Nova Scotia and 150 in New Brunswick.

Local offices recruited 357 workers to harvest the Annapolis Valley apple crop, and offices in New Brunswick, Nova Scotia and Newfoundland recruited 317 workers for general farm work in Ontario.

In New Brunswick, 3,389 potato harvesters were recruited for farms in Aroostook County, State of Maine. Earlier in the season, 610 workers from the same province were recruited for spring planting and other farm work in northern Maine.

In Nova Scotia and New Brunswick, 128 apple pickers were recruited for U.S.A. growers; this was over and above those recruited to meet the demands of Canadian growers.

In addition to the above movements, NES supplied the farming communities in each of the Atlantic Provinces with casual and year-round workers.

During the year 9,893 farm placements were made, an increase of 232 placements over the previous year.

Manufacturing—Extended use of NES facilities by manufacturers in all Atlantic Provinces resulted in increased placements over the previous year. Manufacturing industries accounted for approximately 22 per cent of placements made in all industries.

Skilled workers continued to be in short supply, particularly in the shipbuilding industry, and recruiting was extended to all regions of Canada in order to meet that industry's demands for skilled men.

NES continued to assist shipyard officials with the selection of applicants for apprenticeship training. Approximately 80 per cent of total placements made in this industry were in jobs of a continuing or permanent nature.

Construction—NES activities continued to increase in this field. Total placements amounted to 13,855. This was an increase of 9.4 per cent over the previous year and represented approximately 13 per cent of all placements.

A number of special recruiting programs for workers on northern projects were carried out. Highly skilled applicants were in short supply.

Approximately 88 per cent of the placements made in this industry were in jobs of a continuing nature.

Transportation—Employment offered in the field of transportation varied somewhat during the year but could be considered comparable with the previous year.

Air freight handling showed increases, as did long distance truck transport. Reduced activity in the pulp industry was reflected in local truck hauling, car loadings and water transport.

Trade—Business conditions of wholesalers and retailers were adversely affected by cool, wet weather during spring and summer months. The upswing in trade the last quarter of the year carried total yearly volume to somewhat higher levels than in the previous year. NES provided a recruiting and staffing service to new retail establishments opening during the year.

EXECUTIVE AND PROFESSIONAL

The executive and professional division continued to function with full-time E&P employment officers at Moncton and Halifax. Senior officers of the other 25 offices handled this phase of NES activity.

A full-time university placement officer was installed on campus at Memorial University, St. John's, Newfoundland, and the full-time university placement officer at Dalhousie University, Halifax, moved into expanded quarters.

Senior officers of the nearest NES offices continued to aid in the placement of graduates and undergraduates of other universities.

Expansion of facilities and the continued growth of population has reached a point at the University of New Brunswick, Fredericton, and at St. Francis Xavier, Antigonish, where consideration of full-time university placement officers on campus is necessary.

SPECIAL SERVICES

Handicapped—Over 4,800 counselling interviews were conducted and more than 1,000 placements were made by special services officers. Plant visits were made, employers were visited, and close liaison was maintained with various social and welfare agencies.

In May, 1962, special services in New Brunswick and Nova Scotia were strengthened by the appointment of two employment liaison officers, whose duties are a link between the provincial co-ordinators of rehabilitation and special services officers in the local offices. The latter are provided with information and assistance regarding services to be given rehabilitants returning to the local employment market. Employment liaison officers also serve as NES representatives on provincial vocational training committees.

Throughout the special services program, the emphasis has been laid on quality rather than quantity.

Youth—The provision of special services to youth is an important phase of NES activity in the Atlantic region. Career counselling programs for high school students have been organized by an increasing number of NES offices in co-operation with local organizations. During the past year, Halifax, Charlottetown, Summerside, Fredericton, Moncton and Edmundston reported very successful career counselling programs. Provincial Departments of Education assisted, and public-spirited citizens from various local groups provided occupational information about their own specialized fields of work to many students. Much favorable reaction has been noted in the press, on TV and in comments from the public.

Many schools were visited by special services officers who re-emphasized the importance of education in relation to the world of work. Nearly 18,000 counselling interviews were conducted with persons seeking employment. A number of students contemplating dropping out of school were persuaded to return to their classes.

Vocational Training—The four provinces in the Atlantic region were active in the training of unemployed persons. More courses under Program 5 were made available by the provincial authorities. The basic education course for skill development was again made available for residents of New Brunswick, and, although selection was more restrictive than in the previous year, more than 1,500 persons enrolled. Courses were conducted in many areas throughout the province. Other courses in various trades and skills met with excellent response in the four provinces.

An increased interest was noted in apprenticeship training. New vocational schools have been under construction in the four provinces and it is expected that the majority of these schools will be in operation by September, 1963. Approximately 4,000 persons were directed or referred to training courses by NES.

Veterans—Although strict application of the provisions for veterans' preference continued to be observed by NES, there was a decline in the number of veterans placed in employment.

There was a marked increase in the number of older veterans seeking assistance in applying for war veterans allowances and DVA benefits. Close liaison was maintained with DVA officials in the region.

EMPLOYMENT OF WOMEN

The women's labour force in the Atlantic region increased slightly in 1962-63, constituting 24.8 per cent of the total labour force in the four provinces. Additional industrial activity during the fiscal year resulted in an increase of 15.5 per cent in women's placements.

There was a steady demand for stenographers, especially those with legal experience, in all the larger centres. Difficulty was encountered filling this need, particularly where only single, experienced persons were acceptable. The continuing demand for typists could be met but openings were limited for the plentiful supply of general office clerks.

Seasonal workers for the tourist industry, which is of primary importance in this region, were in heavy demand. The supply was adequate, except in a few centres where waitresses and cooks were in short supply.

Employment for women in the manufacturing industries was relatively stable. A number of new industries opened in the region, providing employment for several hundred women. Chief among these were a frozen food processing plant in Springhill, garment manufacturing plants in Edmundston and Grand Falls, N.B., and an electrical equipment manufacturing plant in the Campbellton area. Women were used for the first time in the production of fiberglass boats, being employed in cutting the fiberglass and in finishing.

Several hundred workers were employed seasonally in the food processing plants, packing fish, sea foods, fruits, potatoes, fiddleheads and confectionery.

WINTER EMPLOYMENT CAMPAIGN

Successful and productive winter employment campaigns were conducted throughout the Atlantic region with increases over the previous year reported in all phases of promotional activity.

In 27 of the 28 local offices, winter employment committees planned and organized the campaigns. The members of committees represented municipal governments, Chambers of Commerce, service clubs and other community associations.

Fifty daily and weekly newspapers contributed in excess of 37,000 column inches of locally-sponsored advertising. In addition, approximately 7,000 column inches of editorials, news items and photographs were published; there was a 7.5 per cent increase in newspaper coverage in comparison with the previous year.

Thirty-three radio stations provided a total of 93 hours of broadcasting time for advertising the campaign. Some of this time was sponsored but a considerable portion was donated as public service broadcasts.

Substantial support was also received from 11 television stations in the region. Sponsored minutes of viewing time were only a little more than one-quarter of the previous year's total but five times as many spot announcements were carried. The public service or sponsored viewing time provided by this medium totalled more than 54 hours.

The annual "Do It Now" parade in Moncton produced favorable publicity with more floats and greater participation than in previous years. Home owner "Do It Now" clinics were conducted by building supply dealers in two areas. The resulting business, which included the hiring of seasonally unemployed tradesmen, helped to bolster the economy in those areas.

The Atlantic region reported that there had been a noticeable trend to expanding the slogan to "Do It Now—Buy It Now". This resulted in greater acceptance of the program, by retail merchants in particular.

EMPLOYMENT COMMITTEES

The Atlantic Regional Employment Committee met at Moncton on three occasions—in September and December, 1962, and in March, 1963.

In addition to promoting interest in local employment committees, the regional committee reviewed the role of the NES in a national emergency, NES facilities for dealing with handicapped persons, the need for testing units in NES offices in the Atlantic region, and the possible effects of automation on manpower in the Atlantic region.

Sixteen local employment committees were active. These were located at: St. John's, Newfoundland; Charlottetown and Summerside, Prince Edward Island; Bathurst, Campbellton, Fredericton, Edmundston, Moncton, Saint John and St. Stephen, New Brunswick; and Amherst, Halifax, Kentville, New Glasgow, Sydney and Yarmouth, Nova Scotia.

UNEMPLOYMENT INSURANCE

In the four Atlantic provinces, local offices of the Commission issued 2,803 coverage rulings to the public. This represented a decrease of 1,181 from the previous year. In addition, head office issued 516 rulings arising out of questions from this region. This figure represented a decrease from the previous year of 497.

At March 31, 1963, there were 31,673 employers registered with the Commission as employing insurable employees, a decrease of 106 from the previous year. The number of insurable employees who renewed their contribution records or who were insured for the first time also decreased by 15,130 from 498,137 to 483,007. This is a decrease of slightly more than three per cent.

The number of claims computed or recomputed was 241,998, a decrease of 12,558 or about five per cent from the previous year.

Investigations were completed on all but 60 of the 55,132 terminated claims post audited. The investigations disclosed that 2,524 (4.6 per cent) claimants had made misrepresentation with regard to earnings and unemployed status in order to collect benefit. Overpayments amounting to \$60,326 were established. In addition, a disqualification reducing future entitlement to benefit was imposed on a number of claimants; others were prosecuted and fined.

There were 218,721 new applications for benefit processed, a decrease of 7,774 (3.43 per cent) from the previous year. Entitlement to regular benefit was established for 112,261 (51.3 per cent) of these claims, seasonal benefit for 88,083 (40.3 per cent) and 18,377 (8.4 per cent) failed to qualify for any benefit.

Local offices in the region made 1,815,250 individual payments, a decrease of approximately 10.7 per cent from the previous year. Of this total, 604,932 were cash payments and 1,210,318 were payment by benefit warrant.

During the year, 191,985 initial claims, on which claimants fulfilled the contribution requirements in the first instance, were adjudicated. Disqualifications were imposed on 17,096 (8.9 per cent) of these claims. In addition, 121,808 decisions were made with respect to renewal claims filed during the currency of a benefit period, on which questions arose from continuing claims, and from claims where the qualifying requirements were subsequently fulfilled. Disqualifications were imposed on 23,536 (19.3 per cent) of these claims. There were also 5,087 cases where claimants were considered not entitled to such additional benefit as the dependency rate on a continuing claim. The 40,632 disqualifications imposed on claims on which entitlement had otherwise been established numbered 3,555 (9.6 per cent) more than the previous year.

Applications to have claims antedated totalled 632, of which 221 were approved. There were 2,060 applications for extensions of the qualifying periods, of which 1,711 were allowed.

TECHNICAL SERVICES

AUDIT

The audit of employers engaged in the fishing industry continued to hamper the efficient progress of the audit work because of the extensive amount of time involved in the audits and investigations of this type of employer. While charter boats are still necessary along parts of the coast of Newfoundland, extensive road building programs in that province are steadily increasing the shore-line employers who can be reached by road.

INVESTIGATION—ENFORCEMENT

There were 12,239 investigations made in the 1962-63 fiscal year, an increase of 1,297 over the previous year. Of these, 4,428 were of persons suspected of having made false statements in connection with their claims for benefit. Spot check and miscellaneous investigations accounted for the balance of 7,811.

Although there were 14 enforcement positions for most of the fiscal year, as compared to 12 positions in 1961-62, for the greater part of the year three of these positions (Halifax, Campbellton and Grand Falls) were vacant and not filled until February 11. As of February 11, there have been 18 enforcement officers operating in the Atlantic region. Winter weather conditions during February and March were very severe in most parts of the Atlantic Provinces and this affected production.

The number of prosecutions of claimants increased slightly over the previous year; there was a decided drop in the number of employer prosecutions. Some of this decrease was due to the change in procedure affecting book renewal operations; this resulted in a smaller number of book renewal prosecutions. Good publicity in the press and on radio was obtained for most prosecution cases.

REPORT OF ACTIVITIES BY REGION

QUEBEC REGION

EMPLOYMENT

SERVICE TO INDUSTRIES

Primary Industries—The trend towards more stable employment was maintained throughout the year in base metal mining. Iron ore developments were responsible for the greater part of an increase in total placements. A high ratio of activity in the asbestos mines also accounted for part of this increase; however, over-production resulted in some lay-offs towards the end of the year.

In close co-operation with one of the iron ore companies in the Sept-Iles local office area, three major recruiting drives were carried out, two of them inter-regionally, through several NES offices. During the summer and winter, visits were made to the iron ore mining fields of northeastern Quebec. These visits resulted in additional orders for mine workers being placed through NES.

The total number of mining placements made by NES in Quebec was 2,016, an increase of 222 over the previous year.

The intensified forestry recruitment program, promoted at the regional level, resulted in a 35.8 per cent increase in the number of placements made in this industry in comparison to the previous year. Numerous meetings held with woodland company representatives and logging contractors in various predesignated districts in Quebec, were organized by the regional employment specialist responsible for forestry employment work; these meetings were undertaken in co-operation with the managers of the local offices concerned. Groups of 15 to 35 employers were made aware of the employment policy and objectives of NES, its scope of operations, and the advantages to be gained by contractors making known to NES their labour requirements.

This planned approach, supported by follow-up action, was responsible for a reduction in the number of registered unplaced applicants in logging operations during the summer months. Orders from employers increased in such volume that plans to extend the recruitment program to other contractors had to be temporarily postponed in order to meet the prior commitments.

The forestry employers agreed that the service extended by NES offices helped reduce the labour turnover in their camps. As a result, the workers' average earnings were higher than in previous years and employment was of a steadier nature. A total of 21,850 placements was recorded.

Apart from supplying workers to fish processing plants, NES offices made few placements in the fishing industry. Local offices located on the Gaspé Peninsula and the lower St. Lawrence River placed fewer of these workers in comparison to the previous year.

Demands for general and dairy farmhands increased. A growing tendency to seek more security, together with the lack of unemployment insurance coverage, deterred some applicants from taking agricultural employment. If more suitable workers accepted such employment, orders coming into NES offices would increase in number.

On the whole, farm placement operations were successful. The prime objective of the program—to fill all orders for seasonal agriculture workers—was promptly carried out. Almost all crops were harvested without any major losses and local pools of available labour were utilized to their fullest extent. Some farmers lost some of their root crops because of a sudden cold snap early in the fall which found them unprepared to cope with this condition.

Market garden activities continued to be concentrated in the Montreal Northern and Longueuil districts. The very dry weather experienced in June reduced the demand for labour to a considerable extent.

Apple tree planting increased and more trees are coming to maturity each year. The demand for seasonal labour is rising in this field. On the other hand, local supplies of labour are decreasing. This has resulted in workers from other areas commuting to the orchards and providing their own means of transportation. A "Guide to Apple Picking" was distributed by some local offices. This proved to be of valuable assistance to the workers. A bumper apple crop in 1962 required additional pickers and the total number of placements was higher than in any previous year. Board and lodging facilities for workers did not improve to any great extent, as only a few growers gave serious thought to providing housing for their workers. The turnover in manpower was relatively high, but, in the main, no crop was lost due to shortages of workers. Trailers were used to good effect in some districts as temporary recruiting offices.

Sugar-beet planting, which is concentrated in the St. Hyacinthe local office area, was up by some 30 per cent in 1962. This resulted in more workers being required for thinning operations. Fine weather during the harvest period allowed farmers to carry out their digging operations by machine and very few harvest hands were required.

A total of 27,056 placements was recorded. This is an increase of 13.2 per cent over the previous year.

Manufacturing—Greater activity in secondary manufacturing resulted in increased NES placements in most sectors of the manufacturing industry. Utilization by manufacturers of the recruitment and selection facilities of NES was developed through special programs designed for the purpose. This undoubtedly contributed to the increase in job vacancies listed with NES by manufacturing employers.

Employer demands for labour were generally well met, locally or through the use of the regional and interregional clearance system. Persistent shortages of skilled machinists and similar occupations continued throughout the year. In some cases, where Canadian supply proved to be inadequate, firms resorted to recruitment in the United Kingdom, through the NES office in London, England.

At the request of employers, regional surveys were carried out on wage rates and scales, labour supply, possible sites for new plants, provincial labour legislation, and other labour market information.

Construction—Improved NES service coincided with a rise in activity in the construction industry, and total placements increased by 21.4 per cent over the previous year to a total of 42,740. There was a decrease in the number of casual placements, but, at the same time, there was a significant increase in transfers out (placement by one local office in the area of another) and general placements.

Recruiting programs for building tradesmen for several large companies were organized and brought to a successful conclusion with the co-operation of many local offices.

Transportation, Storage and Communications—Placements increased by 29.3 per cent over the previous year. Of the 33,941 placements effected, the majority were with transportation firms; some of the increase could be attributed to special efforts made to assist moving firms during the May moving season.

The regional office maintained contact with many of the trade unions and larger employers in this industrial group during the year.

Finance, Insurance and Real Estate—The demand for clerical worker for banks, financial houses and insurance companies remained steady. Despite difficulties arising from the need for bilingualism in some districts, reluctance on the part of some applicants to transfer from one district to another, and special difficulties in recruiting salesmen for insurance firms, placements in this field increased by 1,167 or 37.1 per cent over the previous year.

Trade—Volume of business in the wholesale trade was slightly higher than in the previous year, and more workers were required. This, together with a closer liaison at regional and local office levels with employers, resulted in a greater number of placements—9,906 as compared to 7,989 in the previous year.

Sales volume in the retail trade was also up. Several new retail outlets, shopping centres and discount houses opened for business during the year, but not quite as many as in the year previous. NES at regional and local office levels actively participated in the recruitment of personnel for the new establishments.

It became increasingly evident that retailers wishing to provide proper services for their customers must have a nucleus of part-time or temporary workers. With this in mind, regional office provided guidance to local offices in recruiting this class of worker whenever necessary.

Under the leadership of regional office, an intensive program of listing employers' orders and recruiting workers was again carried out by most local offices prior to the pre-holiday shopping rush. As a result, the number of placements made in the retail trade rose to 25,983 as compared to 22,114 in the previous year. In the wholesale and retail trades, 35,839 placements were made as compared to 30,103 the year before, an increase of 19 per cent.

Service—Placements in the service industries continued to increase, with government and personal service accounting for the greatest number. In government service, municipal winter works projects led in the number of placements, while the hotel industry led in the personal service section.

Local offices again responded well to suggestions from regional office regarding the recruitment of temporary workers for post offices. Placements were 7,570, or 56.8 per cent higher than the previous year.

The demand for hotel workers remained steady all through the year. As in previous years, an acute shortage of cooks, waitresses and chambermaids developed during the summer months. The NES clearance system was widely and advantageously used, but even so the demand could not be filled in some instances.

A region-wide survey carried out by regional office, brought out factual figures regarding the actual shortages of workers. These were passed on to the provincial government with a view to assisting them when considering setting up courses under the Federal-Provincial training program. With strict enforcement by the provincial

government of Minimum Wage Commission regulations as they apply to the hotel and restaurant industry, the recruitment of workers should eventually become easier.

Intermittent shortages of automobile workers, service station attendants, barbers, hairdressers and laundry workers (particularly pressers) developed during the summer months.

The number of placements in the service industries did, however, increase by 22,284 or 23.8 per cent over the previous year.

EXECUTIVE AND PROFESSIONAL

The need for E&P applicants was again particularly strong in the engineering, science, draughting, sales, teaching, and nursing groups. There was a continuing shortage of qualified applicants with special experience in various branches of electronics.

The following figures show some of the E&P operations carried out in the region in comparison to the previous year.

	1962	1961	Increase
Applications received.....	6,481	6,013	7.8%
Vacancies notified.....	2,972	2,753	8%
Placements made.....	1,396	1,287	8.5%

The majority of placements made were, as in previous years, in engineering (civil, mechanical, electrical), structural and architectural draughting, chemistry, physics, teaching, accounting, sales and nursing.

During the 1961-62 academic year, the university placement officers at the six universities in the region and Loyola College placed 771 graduates, 175 undergraduates and drop-outs in permanent employment. They also effected 4,230 summer and part-time placements. In comparison, in 1960-61 graduate placements were 746 and undergraduate placements 3,296. While graduate placements increased by only three per cent, the over-all placements this year rose by 1,137, making an increase of 28 per cent. On the average, the 13 university placement officers each made 397 placements this past year, as against 367 in the previous year.

SPECIAL SERVICES

Handicapped—In 1962-63 a total of 39,662 counselling interviews was conducted with handicapped men and women; 6,074 were placed in suitable employment. "Hire the Handicapped" week was observed early in May.

Close liaison with all agencies interested in the problems of the handicapped was maintained by NES at regional and local levels. A measure of success was attained in placement of rehabilitated ex-prisoners.

Progress was made in publicizing the fact that age is in itself no barrier to job performance.

Vocational Training—Resulting from an increased demand for skilled workers, greater emphasis was placed on vocational training. Some 20 ad hoc committees, composed of representatives of school commissions, Chambers of Commerce, employers, labour, NES and other interested groups considered and recommended various training courses. As a result, 338 courses were conducted under the Federal-Provincial Program 5. These courses were provided in 67 different fields of training.

Nearly 5,600 applicants commenced training. Courses in basic skills in language, science and mathematics, as related to job requirements, were provided for those who lacked qualifications for the vocational courses.

Testing—Three local offices were equipped with testing facilities but only two were in operation, as one testing officer position remained vacant during the year. Some 17,686 tests were administered for counselling and referral purposes.

Youth—During the period of this report, the province announced a far-reaching plan to reorganize secondary education throughout the province, and additional schools were planned. NES continued to emphasize the "Stay in School" program. Three hundred and sixty-three schools were visited, 4,012 employers were visited on behalf of youths seeking work, 4,354 orders were received, and 6,676 young people were placed. Fifteen hundred radio spot announcements were made, 25 radio and TV talks were given, 37 associations were addressed, and 64 new items and editorials were published. Six thousand bulletins were sent to employers on behalf of high school graduates. Emphasis throughout the year was on employment counselling and employer visiting on behalf of youth. Unskilled unemployed youths were counselled to undergo training to better equip themselves for employment.

Veterans—As in previous years, the employment pattern for veterans differed slightly from that of the entire labour force. Many World War I veterans without skills or trade qualifications experienced difficulty in securing suitable employment because of age. Counselling, selective placement and referral to the Department of Veterans Affairs were used to assist these men with their problems.

EMPLOYMENT OF WOMEN

The women's labour force in Quebec increased by 3.1 per cent and made up 25.8 per cent of the total labour force. Women's placements increased by 9.2 per cent and accounted for 28.5 per cent of total placements. Even though women were usually reluctant to accept employment outside their home areas, a total of 3,150 in various occupations transferred from one area to employment in another.

The opening of new hospitals and the expansion of others increased the need for women in professions related to the medical field, and the shortage of professional personnel was at times acute.

Women were employed in greater numbers in chartered banks and in insurance and real estate offices. NES participated more actively than in previous years in the recruitment of these workers.

Several new shopping centres were opened and requests from the employers for salesclerks, cashiers, parcellers and stock clerks were generally filled without difficulty.

In many areas, the demand for waitresses, room maids, hairdressers and household service workers was hard to meet. Approximately 238 women from Greece and the West Indies were placed in household work in the region and this alleviated the shortage in small measure. Except for a few weeks in the spring and the fall when many housewives were busy housecleaning and needed temporary assistance, the supply of women seeking casual day work in private homes was generally equal, if not surplus, to the demand.

Boot and shoe factories throughout the region were seasonally busy and at times skilled workers were difficult to obtain.

In the primary textile industry, the employment of women remained fairly stable. Hirings were generally confined to replacements with the exception of a mill in the Eastern Townships which hired additional women workers.

The clothing industry, which employs a large percentage of the women industrial workers in this region, was seasonally very active; temporary shortages of power sewing machine operators developed. New plants went into operation in Drummondville, St. Jean, Sherbrooke and Ste. Therese and many sewing machine operators and some trainees were recruited by NES.

Special programs which proved their worth were developed to recruit women for apple, tomato and potato harvesting; placements in this group were 30 per cent higher than in the previous year.

About 1,200 women in Quebec were directed or referred to various vocational training courses and the graduates helped ease the demand in some of the occupations where there were shortages.

WINTER EMPLOYMENT CAMPAIGN

In the Quebec region, winter employment campaigns were conducted by 49 local offices and, in 42, winter employment campaign committees were active.

The government-paid advertising program was augmented by strong public service and sponsored advertising in 170 daily and weekly newspapers and periodicals. An impressive 30,662 column inches of advertising space and 17,984 column inches of editorials, news items and photographs were provided by this means. Radio and television stations also participated in publicizing the campaign. Paid advertising was shared by 51 radio stations and 13 television stations. Sponsored or public service radio time amounted to some 81 hours of air time and television viewing time was in excess of 18 hours.

In addition to the extensive use of all media, many other methods were used to promote the campaign. The clergy again added strong support with messages from their pulpits and the inclusion of articles and slogans in hundreds of church periodicals. In addition, posters were displayed on church bulletin boards. In several local office areas, telephone campaigns were conducted by interested women's groups, resulting in the placement of numerous unemployed workers. A total of 140 panel discussions, talks or forums were presented by committee members, community leaders and NES staff. These activities increased considerably over the corresponding period the year before.

Industry and retail organizations lent their support to the campaign and a great number of retail stores donated window space to display posters and other publicity material, in some cases for the duration of the campaign. Two large transportation companies displayed posters on their vehicles throughout the campaign.

EMPLOYMENT COMMITTEES

The Quebec Regional Employment Committee met at Montreal on three occasions during the fiscal year—in June and December, 1962, and in March, 1963.

At each of the meetings, the committee gave consideration to subjects of particular interest to the Province of Quebec, and also to items of national interest, including the NES executive and professional service and winter employment.

Thirteen local employment committees were active. These were located at Chicoutimi, Drummondville, Granby, Hull, Levis, Montreal, Quebec, Rouyn, Sherbrooke, St. Jerome, Shawinigan, Trois Rivières and Valleyfield.

UNEMPLOYMENT INSURANCE

Offices of the Commission in the Quebec region issued 8,681 coverage rulings, 474 fewer than the year previous. In addition, head office issued 869 such rulings, 889 fewer than the previous year.

At March 31, there were 93,214 employers registered with the Commission as insuring insurable employees, an increase of 1,107 over the previous year. The number of employees who renewed their contribution records or were insured for the first time also showed a slight increase over the previous year—1,467,397 as compared to 1,453,580. This increase was attributable to a greater number of employees entering insurable employment for the first time. During the previous year, 110,512 were insured for the first time whereas in 1962-63 there were 126,367, an increase of 15,855.

There were 506,041 claims computed or recomputed, a decrease of 29,813 (5.5 per cent) from the previous year.

A post audit of terminated claims was undertaken on 134,385 cases, with 608 cases still pending. The post audit revealed that 8,876 (6.6 per cent) claimants had made misrepresentation with regard to earnings and unemployed status to collect benefit payments. Overpayments amounting to \$202,458 were established. In addition, disqualifications reducing future entitlement to benefit were imposed on 7,057 claimants and a number of others were prosecuted and fined.

A total of 459,971 initial claims were processed, a decrease of 24,084 (4.98 per cent) from the previous year. Of this total, regular benefit was established for 301,398 (65.5 per cent), seasonal benefit for 111,810 (24.3 per cent), and the remaining 10.2 per cent, or 46,763 failed to qualify for any type of benefit. Local offices in the region made 3,467,996 individual payments, a decrease of approximately 15.5 per cent from the previous year. Of this total, 2,101,747 were cash payments and 1,366,249 were payment by benefit warrant.

A total of 396,354 initial claims, on which claimants fulfilled the contribution requirements in the original instance, were adjudicated. Disqualifications were imposed on 45,740 (11.5 per cent) of these claims. In addition, 349,867 decisions were issued covering renewal claims filed during the currency of a benefit period on questions which arose from continuing claims, and from claims where the qualifying requirements were subsequently fulfilled. Disqualifications were imposed on 86,893 (24.8 per cent) of these claims. There were also 22,399 cases where claimants were considered not eligible for such additional entitlement as the dependency rate of benefit on a continuing claim. Disqualifications imposed on claims on which entitlement had otherwise been established numbered 132,633; this figure represented an increase of 10,285 (8.4 per cent) over the same period a year earlier.

Applications to have claims antedated numbered 1,461, of which 607 were approved. There were 12,243 applications for extension of the qualifying periods filed, of which 7,795 were allowed.

TECHNICAL SERVICES**AUDIT**

The audit of employers in Quebec has been seriously hampered by the fact that about 20 per cent of the field positions remained vacant during the year despite every effort to recruit available candidates. In some areas, audit visits are as much as five years apart and, as a direct result, the incidence of delinquency and the number of employer infractions are both higher than the national average. Despite

these handicaps, individual audit production improved as 50 per cent of the employers in the region were audited as compared to 47 per cent in the previous year.

Early in the year a new district audit office was opened in St. Jérôme.

Collection of outstanding accounts continues to be a problem as more than half of the outstanding accounts are in respect of bankruptcies.

INVESTIGATION—ENFORCEMENT

The enforcement division operated at less than full strength during the whole of the fiscal year, recruitment of qualified enforcement officers being very difficult. However, individual productivity, which reached its highest level during the previous year, was approximately the same.

New areas in the field of investigation were explored and yielded satisfactory results. Verifications of selected employers' payrolls led to the discovery of many fraudulent claims. Investigations relating to reasons for separation from employment as reported by claimants were also successful.

In co-operation with the audit division, special efforts were made to obtain from employers better compliance with the Act and Regulations. Prosecutions of employers increased by over 50 per cent.

REPORT OF ACTIVITIES BY REGION

ONTARIO REGION

EMPLOYMENT

SERVICE TO INDUSTRIES

Primary Industries—The work force of Ontario gold mines was quite static, registering only a slight decrease over the year. The same was not true of nickel and uranium, however, as there was a reduction in the Sudbury camp and a continually diminishing work force in uranium mining. Layoffs in these two types of mines represented approximately 2,500 jobs. The removal by NES of workers and their families from Sudbury and Elliot Lake to other mining areas helped to alleviate the situation, and further assistance was given in the transfer of workers to the iron ore mines in Quebec and Labrador under specialized recruitment programs. The development of a new iron ore mine at Kirkland Lake got under way; the mine is expected to support a permanent work force up to 500 people when completed in 1963. During the year, NES offices in Ontario recorded a total of 1,897 placements in all branches of mining, an increase of 14.3 per cent over the previous year.

Production figures for the forest industry showed a small increase. However, the impact on employment was not too significant. New methods of harvesting timber accounted for much greater output per man-day worked, obviating the need to increase the work force. Notwithstanding the moves towards mechanization of this industry, 3,777 placements were effected through NES offices, a decrease of 136 placements in comparison to the year before.

Local offices in the Ontario region again showed considerable improvement over the previous year in agricultural placement activity; the increase over the previous year was 89.3 per cent. An increase occurred in both regular and casual placements which reflects, in part, a greater concentration of effort towards agricultural placement work by all concerned.

The West Toronto day-to-day farm labour service for fruit and vegetable growers continued to expand its activity. During the period of April 1 to the end of November, 143 growers were supplied with farm help while employment was provided for 1,963 workers as compared to 1,634 the previous year.

The sugar beet acreage in southwestern Ontario was again reduced. A temporary office located on the premises of the sugar refinery operated for approximately one month to provide a better service to growers and workers. This project was the subject of much favorable comment. Sufficient help was available to meet the needs of employers.

Contacts with tobacco growers increased in an effort to participate more fully in organizing the movement of workers. Considerable progress was made. In addition to the reopening of temporary offices at Delhi and Langton, offices were opened at Vienna and Alliston. NES offices placed 12 per cent more tobacco workers than in the previous year. This included 2,822 skilled tobacco harvesters recruited from the U.S.A., a decrease of 139 from the previous year. The uneven maturity of the crop, as a result of cool weather, prevented many growers from engaging help on a continuing basis.

More Maritimes workers moved to employment on Ontario farms under the Federal-Provincial Farm Labour Agreement. The arrival of this help during the farming season of the year is of great assistance.

Although heavy demands for help to pick peaches, grapes, pears, etc., occurred, the supply of workers was generally adequate. Harvesting of slow-maturing but excellent crops of tomatoes began early in August. All channels of publicity were used in an effort to provide sufficient workers. A temporary office was opened at Tilbury in the Chatham LO area to serve growers and processors better. Labour requirements for the apple harvest were lower than in the previous year owing to a lighter crop.

Openings for experienced farm help for year-round work on dairy and mixed farms continued difficult to fill.

During the fiscal year 53,344 placements were recorded in agriculture as compared to 28,173 in the previous year.

Manufacturing—As a whole, manufacturing industries experienced increased production. Pronounced gains were evident in iron and steel products, motor vehicles, heavy machinery and electrical products. Growing NES participation in the hiring activities of the manufacturing industry resulted in a substantial increase in total placements over the previous year.

A special program was devised to assist the canning industry to meet its seasonal requirements for manpower in specific areas. Early planning and preparatory work by the local offices concerned resulted in the placement of over 10,000 persons with this group of employers, an increase of 19 per cent over the previous year.

Supply of labour was generally adequate, with the usual exceptions of machinists, tool and die makers and other related skills. Many applicants were referred to training courses in order to upgrade their skills.

Construction—The construction program for the year under review surpassed that of the previous year by over \$200,000,000; the total value for Ontario was reported to be better than \$1,400,000,000 and the industry employed more than 200,000 workers.

There was again labour unrest in this industry, particularly in some of the building trades.

Through effective use of the clearance system all Hydro projects were satisfactorily serviced.

Transportation—The disagreement between the Teamsters' Union and transport operators resulted in loss of business for many of these firms and a resultant reduction of employment in trucking. At the end of the year the operators had not regained some of the business which had been taken over by the railroads as a result of the dispute.

The movement of shipping through the St. Lawrence Seaway reached a record peak. Labour demands were met by NES without difficulty.

Finance, Insurance and Real Estate—Trust, loan and investment companies and banks enjoyed a good year with a slight general expansion in staff. With the high incidence of female employees in this industry, much of the hiring activity could be traced to replacement hirings rather than new jobs. There was little evidence of automated procedures having displaced staff, although no doubt the nature of

many jobs changed as a result of new equipment. There was an almost continuous demand for stenographers, typists, office machine operators and general office clerks. Similarly, the shortage of young men with Grade 12 or better education interested in career training in this industry remained acute.

Trade—Many retailers and wholesalers reported record or near record sales. This, combined with the continuing expansion of retail outlets in the form of discount stores and shopping plazas, put heavy demand on the supply of experienced sales persons in many areas.

Many municipalities amended their by-laws governing store hours to allow down-town merchants to compete with retailers in the outskirts. These changes in shopping hours made the work unattractive to some workers. However, it enabled greater participation by married women with small children who are able to work only when there is someone in the home to look after children. Employers supplemented small regular staffs with contingent staff to a greater degree, and this increased part-time and temporary employment opportunities.

Service—Generally speaking, the service industry continued to expand during the year with an accompanying increase in job opportunities. This was particularly noticeable in the field of personal service, where shortages were reported throughout the year for many skilled personal service occupations. To increase the supply and raise the skills of these workers, there was an increase of employers' training-on-the-job programs and formal training for service workers in government-sponsored and private schools.

On the other hand, the Federal Government's economy program materially reduced hirings in that service. This eased to some degree the shortage of typists and other female clerical help in areas where previous government hirings were substantial.

EXECUTIVE AND PROFESSIONAL

Activity in executive and professional occupations was marked by a continuing strong demand and severe shortage of qualified applicants in a number of fields. There was an insufficient supply of applicants in electrical engineering, including specialists in electronics, chemical and mechanical classifications. Also in this category were medical technicians of various kinds, nurses, dietitians, pharmacists, social workers and librarians. The supply of applicants was more plentiful in classifications such as office managers, accountants, purchasing agents and personnel managers. Salesmen were in strong demand, with employers being quite selective in terms of experience.

During the year, centralized E & P employment offices were established at Toronto, Weston, London, Windsor, Ottawa, Hamilton, Oshawa, St. Catharines, Kitchener, Barrie and Kingston. An extensive advertising program was carried out in each of these areas to acquaint employers and applicants with the service available. Experience in this field of centralized E & P service has shown it to be beneficial in increasing placements, attracting highly qualified personnel, and obtaining E & P vacancies. The telex communications, both in the Ontario region and in the other regions of the country contributed to the increased standard of service.

The staff of the student placement office at the University of Ottawa was reorganized and strengthened during the year. A full-time on-campus student placement office was established at Assumption University of Windsor. Part-time

service was provided to Western Ontario Institute of Technology in Windsor and Waterloo Lutheran University in Kitchener.

SPECIAL SERVICES

Special services were extended to 12 local offices previously without this NES service in the community. Reorganization of special services in the Toronto local offices was instituted to meet the changing demands of a metropolitan area, particularly in the field of youth and handicapped persons.

Vocational Training—Activities related to vocational training for the unemployed increased greatly, largely because of the increase in training facilities made available by the Ontario Department of Education. In 28 municipalities in the province some 232 classes were established, providing 65 different courses. Applicants were initially selected by designated officers in local offices. Approximately 5,000 persons were undergoing training at any given time.

Rehabilitation—The Province of Ontario signed the new Vocational Rehabilitation of Disabled Persons Agreement. This has provided additional assistance to the handicapped who can qualify under this program. NES officers referred many persons for restorative services and for training, in addition to accepting responsibility for placement of competent, well-motivated graduates. More than 36,300 handicapped persons received employment counselling.

Testing—The testing program was expanded to the West Toronto zone office. All Toronto offices now administer tests as an aid to counselling applicants. There are now seven offices in Ontario with test facilities.

Youth—Co-operation with secondary schools expanded in proportion to the increase in the number of full-time special services officers. Joint projects with guidance teachers, such as talks to student assemblies, career days and classes on topics related to the world of work are now common practice. Nearly 65,000 counselling interviews were given to young persons. In all local offices, officers encourage dropouts with ability to return to school until they have received an adequate education.

Urban Integration of Selected Indians—NES continued to provide placement service to the Indian Affairs Branch of the Department of Citizenship and Immigration in its program to integrate young Indians into the urban labour market. A national conference sponsored by Indian Affairs was convened in Ontario, with NES participating in the sessions.

Veterans—Placement of veterans during the period continued high because improved employment conditions provided increased job opportunities.

Service to recently released long-term ex-servicemen was provided by counselors. Many men took advantage of vocational training courses under Program 5, while those whose skills were in demand experienced little delay in placement.

There was a continuing heavy volume of inquiries from veterans regarding DVA benefits, mainly War Veterans Allowance, pensions and treatment. Excellent co-operation and liaison between local offices and DVA were maintained.

EMPLOYMENT OF WOMEN

The employment of women continued upward in the Ontario region. The monthly average number of women in the female labour force rose to 694,700 from 682,000 the previous year, an increase of 1.9 per cent.

Reflecting increased demand in most fields of employment, women's placements were 21.5 per cent higher than the previous year and they accounted for 34.8 per cent of the total placements in the region. While a significant part of this improvement could be attributed to increased activity in the casual placement field, regular placements rose by 7.8 per cent.

The nation-wide shortage of social and health service workers was accentuated. In addition, adult training programs, combined with regular school requirements, created a shortage of qualified teachers in some centres. Those specializing in commercial and vocational subjects were in greatest demand.

Continuing expansion of business and industry resulted in a steady demand for skilled office workers, particularly stenographers, typists and some categories of business machine operators.

Changes in merchandising methods, combined with expansion in the retail field, resulted in a substantially greater need for cashiers, stock clerks and sales personnel. Except where evening shopping hours or experience requirements posed a difficulty, suitable workers were in sufficient supply to meet requirements.

The steady and generally increased demand for all categories of service workers rose sharply during the tourist season. Experienced cooks, waitresses, hairdressers, skilled dry cleaning operators and household workers to "live in" were in short supply in many areas. During the year, 200 household service workers from Greece and the West Indies were placed and this helped to ease the situation.

Augmented by increased seasonal activity in the canneries, opportunities for skilled and unskilled industrial workers exceeded those of the previous year by a considerable margin. A continuing shortage of experienced shoe stitchers, power sewing machine operators, hosiery loopers and certain categories of skilled workers in the primary textile trade induced a number of employers to undertake on-the-job training programs.

Increased numbers of women took advantage of the vocational training courses given for office workers, salesclerks, nursing assistants, hairdressers and waitresses.

WINTER EMPLOYMENT CAMPAIGN

Winter employment campaigns were conducted by 67 local offices in Ontario. Winter employment campaign committees were active in 59 of those areas. The paid advertising schedule provided newspapers with approximately 22,000 column inches, approximately the same as last year. This substantial support was supplemented by 65,000 column inches of sponsored and public service advertising space in 133 daily and weekly publications. Newspaper coverage other than advertising increased more than 10 per cent over the corresponding period in 1961-62.

Solid support was received from radio stations. Seventy-eight stations were supplied with government-paid announcements totalling some 17½ hours of broadcast time. This coverage was augmented by an additional 83½ hours of sponsored and public service air time.

Twenty television stations contributed 11 hours of public service viewing time and were supplied with a total of 2½ hours paid advertising time. In addition, television stations were supplied with film clips which were used extensively.

Chambers of Commerce, Boards of Trade and service clubs put forth commendable efforts in support of the campaign, several offices reporting that the task of distributing publicity material was carried out almost entirely by these organizations.

Pembroke used a novel method of publicizing the campaign. An unemployed tradesman was outfitted similarly to the "little man", the symbol used in the advertising material. At certain times, for a number of days, he paraded up and down the main thoroughfare distributing publicity material about the campaign and offering advice about its promotion. Widespread publicity in newspapers and on television resulted.

At Carleton Place, 500 balloons, bearing "Do It Now" stuffers, were dropped by aircraft. Each stuffer carried a number, of which 25 lucky ones were selected for prizes.

Winter employment campaign committee chairmen and members, and staff of local offices gave more than 60 formal addresses and talks, supplemented by films depicting winter construction techniques, or participated in panel discussions.

EMPLOYMENT COMMITTEES

The Ontario Regional Employment Committee did not meet during the fiscal year.

Twenty-one local employment committees were active. These were located at Brantford, Chatham, Cornwall, Galt, Hamilton, Kingston, Kitchener-Waterloo, London, Oakville, Oshawa, Ottawa, St. Catharines, Sarnia, Sault Ste. Marie, Simcoe, Stratford, Sudbury, Timmins, Toronto, Welland and Windsor.

UNEMPLOYMENT INSURANCE

Statistics for this report were compiled on a regional instead of a provincial basis; geographically, Ontario region comprises all of Ontario except that part lying west of the Lakehead.

There were 14,202 coverage rulings issued, an increase of 1,022 over the previous year. However, the 254 coverage rulings issued by head office with respect to inquiries originating in the local offices in this region represents a decrease of 889 from the year previous.

The number of employers registered with the Commission as employing insurable employees decreased slightly from the previous year to a total of 115,144 at March 31, 1963.

The number of employees who renewed their contribution records or were insured for the first time increased from 1,882,113 to 1,914,465. This increase applies to both new entrants and those who renewed their contribution records.

The number of claims computed or recomputed decreased by 84,143 (15 per cent) to a total of 488,618.

There were 137,286 claims post audited, disclosing that 11,061 (8.1 per cent) claimants had made misrepresentation with regard to earnings and unemployed status in order to collect benefit payments. There are still 1,123 cases to be completed. Overpayments amounting to \$214,138 were established. In addition, 6,639 claimants had disqualifications imposed, reducing their future entitlement to benefit and a number of claimants were prosecuted and fined.

During the year, 466,940 new applications for benefit were received, a decrease of 55,737 (10.66 per cent) from the previous year. Regular benefit periods were established for 328,497 (70.4 per cent) of these claims, seasonal benefit periods were established for 90,578 (19.4 per cent) and 47,865 (10.2 per cent) failed to qualify for any benefit.

A total of 3,552,098 individual payments were made, a decrease of approximately 20.4 per cent from the previous year. Of this total, 2,619,651 were cash payments, and 932,447 were payments by benefit warrant.

There were 404,381 initial claims adjudicated on which claimants fulfilled the contribution requirements in the first instance. Disqualifications were imposed on 56,567 (14.0 per cent) of these claims. A further 371,833 decisions were issued covering renewal claims filed during the currency of a benefit period on questions arising from continuing claims, and from claims where the claimant subsequently fulfilled the qualifying requirements. Disqualifications were imposed on 89,053 (23.9 per cent) of these claims. In addition, 14,401 claimants were considered not entitled to such additional benefits as the dependency rate on a continuing claim. The 145,620 disqualifications imposed on claims on which entitlement had otherwise been established represented an increase of 12,947 (9.8 per cent) over the previous year.

Of 1,804 applications to have claims antedated received during the fiscal year, 826 were approved. Applications for extension of the qualifying periods numbered 8,370, of which 6,404 were allowed.

TECHNICAL SERVICES

AUDIT

Despite the lack of a full complement of field auditors, 60 per cent of the employers in the region were audited. An increasing number of employers have adopted the bulk remittance method of recording contributions, and, in each case, auditors make special study of the employer's accounting procedures.

INVESTIGATION—ENFORCEMENT

On April 1, 1962, three new enforcement districts were created at London, Owen Sound and Pembroke. This has resulted in better service for some 15 local offices.

While the number of officers engaged in saturation checks was somewhat reduced for some months due to the austerity program, checks were carried out in all local offices with the exception of Timmins, Kapuskasing and Hearst. In 22 local offices checks were made on two separate occasions. It is considered that the saturation check procedure has contributed greatly to the efficiency of the enforcement program.

Following the establishment of the new procedure providing for investigation of "reason for separation", many investigations of this type were carried out by our regular enforcement officers.

REPORT OF ACTIVITIES BY REGION

PRAIRIE REGION

EMPLOYMENT

SERVICE TO INDUSTRIES

Primary Industries—Mines in the Prairie region, with the exception of the iron ore producer in northwestern Ontario and the western domestic coal mines, maintained production at near peak level.

NES offices were successful in providing employers with both experienced mine workers and suitable inexperienced workers who were trained for both surface and underground employment.

With the exception of one iron ore producer, metal mines in northwestern Ontario sustained production at near peak capacity throughout the year. The original iron ore producer at Atikokan showed a production decline. The iron reclamation operation re-opened during May, closed down in late October.

NES offices in this area were successful in meeting the demand for inexperienced underground workers but there was difficulty in supplying the industry with experienced mine workers.

The large nickel producing mine in northern Manitoba increased its production from 75,000,000 to 90,000,000 pounds per year. Other mines in the province continued to operate at peak capacity.

The first new oil field to show real promise in Manitoba was under development. Two wells were producing and a third location had been staked.

Exploration rights to 400,000 acres of on-shore-line of Hudson Bay, east of Churchill, were granted to a company by the Manitoba Government. Work obligation requires expenditure of at least \$100,000 for the next three years.

Shaft repairs were completed at two of the potash mines of Saskatchewan. As a result, one of the potash mines started production during the year. Indications were that the rest of the mines would not go into production before 1964. NES offices helped recruit the required workers in various areas of the province.

Generally, coal mines in Saskatchewan worked at less than full capacity. With continued above-average temperatures, no increase in employment was recorded during the first quarter of 1963.

New oil discoveries were made in the Lloydminster and Weyburn fields of Saskatchewan. In addition, it was definitely established that the helium discoveries in the Swift Current area would be developed in 1963. There were indications that two helium processing plants would be built in 1963.

The oil fields in the southern areas of the province were unitized. Waterflood by injection was to begin in the early part of 1963. Generally, oil drilling activity was not as buoyant as expected and there was no shortage of suitable oil rig workers.

Domestic coal mines in the Drumheller and Lethbridge areas in Alberta worked less than full time. However, coal mines producing for the export market worked at full capacity with the exception of the period when shipping space was

not available. Generally, there was a continuing surplus of mine workers in most areas of the province.

Oil and gas well drilling showed a slight increase in completions as compared to the previous year. However, nearly one-third of these were "dry" wells. In many areas, unitization and waterflooding of oil fields was under way or projected. NES offices were successful in meeting requirements with the exception of skilled geophysical personnel.

The disclosure that additions to oil reserves had not matched withdrawals, coupled with the four-year lapse since a major oil discovery in Alberta, resulted in the government authorizing the first commercial development operation in the Athabasca bituminous sands. A number of companies presented briefs seeking authority to participate in the development of the tar sands. The development project will be continuous over a period from 1963 to 1973 and will involve the expenditure of \$1,000,000,000 on plant and pipeline facilities. It is expected that the first phase of the project will begin in late 1963. Approximately 600 workmen will be employed during the peak construction stage of the first phase.

Oil and gas well completions were down somewhat as compared to the previous year. However, wildcat drillings were up slightly. Generally, there was no shortage of experienced oil rig personnel and it was expected that no shortage would occur in 1963.

A total of 5,434 placements were made in mining. This was on a par with the previous year.

There was an upswing in the forestry industry of the region during the year. Of particular note was the continuing trend to introduce mechanical equipment in woods operations. In like manner, the use of sawdust, formerly a waste material, to manufacture paper was continued. In spite of the above factors, more woods workers were employed than during the preceding year.

Over-all production of pulpwood and chips in north-western Ontario was approximately 2 per cent higher than a year earlier. Included in the total production was an increase in production of chips. It is significant to note that four years ago little of this sawmill waste was used. This industry employed a peak labour force of approximately 6,300 workers. For the first time in a number of years union seniority lists were exhausted and non-union workers were recruited.

Activities in the forestry industry increased in Manitoba during the year. It had been expected that with the introduction of more mechanized equipment, employment would be down. However, with the increased demand for newsprint, the woods working labour force increased by approximately 200 workers. This trend seemed likely to continue.

Salvaging of Saskatchewan timber from the areas burnt recently was completed in the early part of the year. As a result, operations in the province's forest industry declined. In addition, available timber cutting areas were farther from markets, and small contractors were forced to suspend operations during the latter part of the year. Fewer woods workers were employed in this province's forestry industry, with the majority drawn from the farms and Indian reservations in the immediate logging areas.

Although initial activity in Alberta relating to the construction of a new paper mill was under way early in the year, operations were later suspended. There was no indication as to when future action would be taken.

An experiment involving the use of poplar timber was started during the latter part of the year. However, this was also suspended but there were indications

that tests would again be undertaken. Timber produced for the plywood manufacturing plants was expected to show substantial increase. Employers' increased requests for woods workers were met with the exception of sawyers and edgemen who were in short supply.

During the year under review, the Prairie region recorded a total of 3,377 placements in forestry operations. This was an increase of 13.9 per cent in comparison to last year.

Activity in Manitoba's agricultural industry produced an increase in grain crops with further diversification from grain to new and special crops. Many records were set, particularly in grain production. A record 82,000,000 bushels of wheat was harvested, while the oat yield was the highest since 1883.

Increased acreage was seeded to potatoes, corn, peas and sunflower. Although more acreage had been seeded to sugar beets, unseasonal rains, followed by continuous hot weather, resulted in approximately one-third of the seeded acreage failing to mature. The supply of onions, carrots, turnips, beets and red cabbage was sufficient to meet normal demands. As a result of the record crops harvested, farmers listed heavier than usual orders for mechanized farm equipment.

There were 1,601 farm workers placed in the province during 1962. Included in this figure were potato pickers and workers for a mushroom growing project.

Surface moisture conditions were favorable and as a result, Saskatchewan's third largest recorded grain crop was completed during October. More farm workers were placed than in previous years; however, the supply during seeding and harvesting periods did not entirely meet the demand.

Low moisture reserves in southern Alberta plus a severe winter followed by wet weather in the fall had an unfavorable effect on most crops. In spite of these conditions, grain crop yields were higher than those of the previous year.

With increased acreage seeded to sugar beets in the Bow Island, Burdett and Vauxhall districts, 254 Indian workers were employed. In addition, there was a marked increase in the number of farm workers placed during the first 10 months of the year. However, with the open fall and winter, livestock continued field grazing until the end of the year. As a result, the demand for farm labour was not heavy during the latter part of the season. There was a continuing shortage of fully experienced farm couples, irrigators and dairy workers.

The Prairie region recorded a total of 15,037 agricultural placements, an increase of 2,834 placements over the previous year.

Manufacturing—In general, manufacturing production throughout the region was equal to the previous year's output. Some industries experienced reductions but those were offset by gains in other sectors.

Increased employer usage of NES recruitment and selection facilities was indicated by the fact that placements in the industry increased from 28,836 to 30,084, an increase of 4.3 per cent. In relation to placements in all industries, manufacturing accounted for 13.1 per cent of total placements.

In Manitoba and northwestern Ontario, pulp and paper mills engaged in newsprint production were affected by the U.S.A. newspaper strike; most operated on a five-day week and there were intermittent layoffs. To a certain extent, this reduced opportunities for NES placements in that industry.

In secondary manufacturing, notably clothing, the trend toward establishing plants in smaller centres continued. NES participated substantially in staffing those establishments.

Occasional staff reductions of a permanent nature took place in some firms. In most cases, local offices were able to re-locate those with experience in similar or other occupations with other employers.

In Saskatchewan, manufacturing activity and resultant employment generally followed the same trend as was noted in the Prairie region as a whole. With some exceptions, notably in flour mill production, employment was maintained at a steady level. NES continued to assist manufacturing employers in the recruitment of needed personnel and no significant shortage of applicants was observed.

In Alberta, a number of new plants went into production and these employers fully utilized NES facilities for the recruitment and selection of personnel. Synthetic chemical, gas processing and by-product plants were very active and this created a favorable employment situation in the areas where they are located. A number of layoffs occurred and NES assistance was utilized for the interviewing and re-placement of personnel affected.

On the whole, employment was level and supply of the required manpower presented no particular problem to NES offices.

Construction—The employment index in the construction industry showed an encouraging rise during the year. NES recorded a 15 per cent increase in the placement of construction workers.

Housing starts were on a par with established records. Calgary and Edmonton, in particular, showed an appreciable increase in starts but the same was not true of Winnipeg and other large urban centres. It was also noted that the value of the NHA loans decreased considerably.

NES provided on-site service to contractors engaged on major projects in various parts of the region. More than 2,000 workers were supplied to employers at Grand Rapids in northern Manitoba, and the requirements of contractors at Squaw Rapids and the South Saskatchewan River Dam were also served by NES offices adjacent to the work site.

Towards the year-end, satisfactory arrangements were concluded to provide on-site service to Atomic Energy (Canada) Limited, which company is in the process of constructing a reactor and a townsite at Pinawa, some 70 miles northeast of Winnipeg.

Similarly, service was afforded to other contractors engaged in the construction of radar sites, technical and vocational schools, gas processing plants and large commercial and industrial buildings at many points in the region.

There was a noticeable decrease in the volume of pipeline construction. Apart from a number of lateral lines and gathering systems, mainly in Alberta, there was no major pipeline project during the year. Fortunately the prospects for an improvement in the pipeline construction industry were bright for the coming year. Approval was received for a 577-mile line to be constructed from Empress, Alberta, to Winnipeg. This will carry natural gas liquids and the total cost of the line, plus an extraction plant near Empress, will approximate \$33,500,000. In addition, two large companies completed plans for looping projects in Manitoba and Saskatchewan. Total costs, which will include additional horsepower installations at existing compressor stations and the construction of several more stations, will amount to some \$30,000,000. It is noteworthy that there is a sufficient nucleus of trained Canadian pipeline construction workers available to meet the demand of contractors who will be engaged on pipeline projects in 1963.

A slump in Manitoba construction in the first half of 1962 was reversed in the last part of the year. The year ended with a high volume of commercial and public building construction but there was a decrease of approximately \$5,000,000 in residential building.

Saskatchewan's construction program for the year was the best in the province's history. Total value of work undertaken exceeded \$400,000,000. At times it was difficult to locate qualified workers for contractors but NES, through its clearance system, was able to fill most vacancies promptly.

Construction activity in Alberta set a record in 1962. The industry topped the banner year of 1959 by more than \$13,000,000 to reach a total of \$287,000,000.

Edmonton and Calgary led, with building permits valued at \$90,000,000 and \$88,000,000, respectively.

Commercial building was the backbone of the boom in 1962, with contracts worth \$118,000,000. The Alberta Government spent more than \$27,000,000 on new buildings, including extension to the university campuses at Edmonton and Calgary.

Profiting by the experience of previous years, municipalities across the region took full advantage of the Municipal Winter Works Incentive Plan. There was a considerable increase in the number of projects submitted for approval by provincial governments. Man-days of work provided greatly exceeded the totals of previous years. NES was instrumental in supplying much of the labour required by municipal officials or their contractors.

Transportation, Storage and Communication—Requirements for railway workers engaged in both maintenance and running trade occupations were decreased during the year. Extra gang recruitment volume was approximately on a par with the previous year.

In northwestern Ontario, grain storage firms at the Lakehead had a busy year as the 1962 crop was funnelled into almost empty terminal elevators. A late upsurge in lake shipments kept the grain moving. Following the close of navigation, elevators were refilled on schedule.

In Manitoba, airline passenger traffic increased slightly, without a noticeable increase in staff requirements. Some airline workers from the Winnipeg area were transferred to Eastern Canada.

In Saskatchewan, trucking firms were active but livestock and gravel haulers ran into slack periods causing layoffs in many areas.

In Alberta, many workers were engaged in the surveying and laying of the Great Slave Lake branch railroad line. This project will provide additional jobs during the coming season.

Telephone companies expanded and extended lines and microwave communications, particularly in northern Alberta. Dial telephone systems were installed in many small prairie towns and rural areas.

Finance, Insurance and Real Estate—There was an increasing tendency on the part of banks to recruit at the university level for trainees. Bank staffs on the whole remained more static than in recent years although banks continued on the lookout for young men with good academic training. Several banks continued to conduct training courses for junior and clerical staff.

In most large centres, young men were in demand for management training positions with finance companies.

Once again life insurance sales appeared to have reached a new high in the region, and there was a steady demand for clerical help.

In the real estate field, a substantial increase in activity was experienced in centres such as Calgary and Edmonton, where building permits were well ahead of any previous year. There was also considerable activity in the development of new housing starts in all large cities in the region.

While requirements for real estate salesmen are continuous, staff requirements were not exceptionally heavy. The outlook for the next year would appear to be one of continuing activity in spite of some resistance in the sale of older homes.

Trade—During the year, Western Canada saw the first introduction to the area of discount department stores. The NES, to a large extent, participated in the staffing of these establishments. Sales of farm equipment, automobiles, sporting goods and food and clothing lines, on the whole, remained good.

In northwestern Ontario, the tourist trade was on a par with the previous year but a trend toward greater use of "fly in" camps by U.S. sportsmen tended to restrict the growth of retail trade in tourist trading centres.

Some of the large chain department stores in Manitoba continued to re-organize and pare staffs in an effort to meet competition. Food supermarket firms established some new outlets but the growth in this field was not as marked as in previous years. Wholesalers centralized and confined their operations to fewer points of distribution. This trend resulted in some layoffs.

In Saskatchewan, mail order houses suffered a decline in volume which was attributable to the better roads and transportation facilities which favoured personal shopping. In most large cities a good supply of lesser experienced applicants for retail sales positions remained available. However, fully experienced sales personnel were in short supply.

Trade prospects in northern Alberta, including the area served by Edmonton, were good as a result of good crops, petroleum and natural gas developments, and construction and mining projects under way.

Service—The demand for both male and female workers in the service industries continued to increase. The expansion and further development of health, educational, recreational and tourist facilities has created this increased demand. The supply of workers was augmented by undergraduate students during the summer months. The greatest activity took place in government and personal services.

The NES recruiting program for post offices during the Christmas hiring period was satisfactorily carried out in the region. There was, however, a decrease in the number of prevailing rate employees selected for the Department of National Defence.

Increased numbers of workers were employed on a casual and temporary basis at exhibitions, fairs, race meets, tournaments, conferences and bonspiels. A general increase in the use of libraries has necessitated the need for an expansion of facilities and more staff.

In northwestern Ontario, because of the steady increase in the production and shipment of trees, NES gave assistance to the major nursery centre in Ontario. The Department of Lands and Forests sponsored, for the first time, a fishing and hunting guides course.

Extra efforts were made to improve recreational facilities for both summer and winter, featuring special events. Clearing and brushing of picnic areas is being extensively carried out. The number of visitors increased considerably over the previous year.

Increased requests for credit rating indicated that business was up considerably over the previous year.

The committee on Manitoba's economic future progressed in line with their schedule and the first report of their findings was submitted.

The Manitoba Government is raising the compulsory school leaving age to 15 years. Further financial assistance will be provided to colleges affiliated with the University of Manitoba.

Plans are being continued and improvements are being made to resort areas in the province to accommodate the increased tourist trade.

With the opening of new ultra modern restaurants and motels in Saskatchewan, there was a noticeable increase in the demand for extra staff. The tourist trade increased in all centres. A considerable number of students during the summer were placed in government parks. The approval of the provincial government of the revised medicare plan and the establishment of new community health service clinics necessitated additional staffs.

NES recruited civilian help for military camps.

Extensive improvements and expansion were made in resorts, parks, playgrounds and museums in Alberta. New attendance records were set during the year in both large and small centres. The opening of the Rogers Pass greatly increased the demand for service workers in the areas effected.

Private organizations such as service clubs, welfare agencies and church groups were encouraged to operate nursing homes with financial assistance from the Alberta Government.

Under the new pension plan in Alberta, hospital employees, municipal officials and members of boards and counties, will be able to transfer from one location to another without affecting their pension status.

EXECUTIVE AND PROFESSIONAL

A noticeable improvement in the volume of E & P service to the public took place during the year, resulting in a substantial increase in the number of E & P applicants registered, vacancies listed and placements effected.

The increase in the number of applicants, many of whom were employed persons was partly the result of advertising on behalf of employers. In addition, improved working conditions and more adequate staff contributed to the all-around increase in activity noted. Service provided at the student placement office in the region convinced many employers that a satisfactory E & P service was available at these locations.

During the spring and summer months, there was a steady demand for professional engineers. Shortages which developed were chiefly for electrical engineers with experience in various phases of power distribution, for petroleum engineers with specialized experience, and for design engineers with good general experience. There were also requirements for engineers in the heating, ventilating and air conditioning field; these were difficult to fill. Engineering firms engaged in municipal works projects had substantial requirements. Demands for engineers for manufacturing firms were somewhat limited and were readily met.

During the fall and early winter months, there was some increase in geophysical activity in Alberta, particularly in the far northern areas. This resulted in demand for geophysicists, and other personnel experienced in primary exploration work.

Architects, especially those with experience, remained in short supply. There was a good demand throughout the year for draftsmen, particularly those with architectural, structural and design experience.

Shortages of qualified professional workers in the female field continued. Nurses were urgently required, especially for hospitals in smaller centres. As had been the case for some time, there were shortages of therapists, librarians, social workers and dietitians.

Student placement offices experienced a busy year. In line with increased enrolment, registration of students at offices on the campuses of universities exceeded, those of the previous year by nearly 2,500 and placements were substantially higher, especially for students seeking permanent employment on graduation. Considerable difficulty was experienced in locating summer work for all undergraduates who were available. Nevertheless, placements in this field substantially exceeded those of the previous year.

In line with the increasing enrolment at all universities, the expansion of facilities being undertaken was noticeable in all educational centres. NES worked in close co-operation with all university authorities.

One feature was the expansion of the teacher placement service in Alberta and Saskatchewan, both for students at the university and for teachers presently employed. This extended service was provided in consultation with the respective teachers' association.

Another feature of note was the number of graduating students who had decided before graduating to go on to graduate studies in the following year. The increase in the number of students in graduate studies groups at universities was quite noticeable.

A further significant feature was the extension of technological courses. In addition to those presently supplied at technological centres in Calgary and Moose Jaw, new technical institutes were being completed in Edmonton and Winnipeg.

The first technology classes in Edmonton will commence in the fall of 1963. Adequate office space has already been provided for the NES on the campus. The same arrangements are expected at the new technical school now under construction at Winnipeg.

NES continued to provide service at the Lakehead School of Arts, Science and Technology in Port Arthur. It is significant to note that students in their first year in Arts at this college will, for the first time, be able to continue on the campus until the graduating year.

With the increased enrolment at universities, there was also an evident increase in the number of employers interested in recruiting at the university level. This meant that more employers than ever before sent recruiting teams directly to universities. In all cases, they were referred to and serviced by NES student placement offices.

SPECIAL SERVICES

Handicapped—Activities in the field of special services showed a general increase during the year. The increase noted in the field of rehabilitation of handicapped persons was attributable to improved liaison between NES and the various

provincial departments of rehabilitation. Employment opportunities for handicapped persons improved markedly because of the training programs for disabled persons carried on in the various provinces. Many outstanding placements were effected as a result of joint efforts of NES special services officers and provincial rehabilitation officials. A total of 3,643 placements of handicapped persons was made.

Vocational Training—In all provinces, the construction of new vocational and technical institutes and the expansion of existing training facilities accounted for a rapid rise in the number of unemployed persons seeking training. Local offices, as a result, were required to provide greatly increased counselling services. There were 3,129 persons referred to vocational training courses.

Youth—Counselling interviews conducted on behalf of young applicants increased. Emphasis was placed on the school visiting program of special services. Employment counsellors, with the assistance of school authorities, endeavoured to convince young people of the necessity of planning a career and staying at school until graduation. Local offices conducted 38,113 counselling interviews with young applicants.

Veterans—Although the number of veterans registered in local offices showed a decline, the degree of responsibility toward this group in no way diminished. All employment officers continued to observe veterans preference in referral and to extend the facilities of NES to veterans.

The program set up by NES and the Department of National Defence to assist long term ex-service personnel in their return to the labour market accounted for an increase in the number of ex-servicemen reporting to local offices.

Urban Integration of Selected Indians—The program to provide employment assistance to carefully selected young Indians continued. Local offices in all provinces reported favorably on the program and related many satisfactory placements of these young persons. Close liaison was maintained with the Indian Affairs Branch of the Department of Citizenship and Immigration in relation to this program.

EMPLOYMENT OF WOMEN

In the Prairie region, the women's labour force rose by 3.3 per cent and was 27.2 per cent of the total labour force. Increased activity in many sectors of the labour market resulted in 6.6 per cent more women finding employment through NES than in the previous year. Women's placements were 31.6 per cent of the total placements in the region.

As in other regions, trained workers were in short supply while the supply of untrained workers exceeded the demand. Telecasting of employment opportunities by NES, especially for skilled applicants, met with good response. However, some of the vacancies in the northern settlements were difficult to fill. About 975 unemployed women in this region were directed or referred to vocational training courses.

In northwestern Ontario, in order to meet the continuing demand for nursing assistants, training was continued with full enrolment in the classes. There was an increasing return of married women to the labour force and part-time and temporary arrangements gained popularity with both employers and married women.

In Manitoba, to counteract the existing shortage of nurses, a large urban hospital started a re-training program for registered nurses under 55 years of age

who have been away from work for more than a year. Longer shopping hours in many retail establishments resulted in an increase in openings for part-time workers. No difficulty was experienced in filling such orders.

A large catering firm in the northern part of the province was gradually replacing its male staff with women as it found them more suitable for that type of work. Requests for young women to train in the operation of various new machines in dry-cleaning establishments were filled readily. A ten-week sewing course, sponsored by the Department of Education in cooperation with a manufacturing firm, was given in a rural centre and met with good response.

In Saskatchewan, a number of applicants with Grade XI or Grade XII education were placed in dental offices for on-the-job training as dental assistants. In some areas, placement of women in the service industries was up 25 per cent from the previous year. Schools for barbers in the province reported that women are showing increased interest in training as barbers.

The Technical Institute held a one-week course for waitresses seeking resort work for the summer. The majority of the students were undergraduates who were placed promptly on completion of the course. A plywood firm hired women as labourers on a trial basis and a number of women were hired by another plant as glass cleaners and polishers.

In Alberta, there was an influx of women workers from other parts of Canada to the southern cities. However, in most cases they had the qualifications being sought by local employers so did not pose problems in placement. The Council of Community Services in a large urban centre prepared a brief on the need for day care for children of working mothers aimed at improving their availability in the labour market. There was a trend in some centres to hiring junior rather than experienced help as an economy measure. The demand for key-punch and comptometer operators increased noticeably and trained operators were in short supply.

WINTER EMPLOYMENT CAMPAIGN

In each of 29 local office areas in the Prairie region, winter employment campaigns were conducted with committees giving valuable assistance to the staff of National Employment Offices in 18 areas. Because of the abnormally mild weather in November and December, the campaigns were less active than usual in those months; activity picked up considerably early in the new year and continued for the duration of the campaign.

To supplement the extensive government-paid advertising schedule, daily and weekly newspapers supplied 38,556 column inches of sponsored advertising. They also carried an additional 11,642 column inches in the form of editorials, news items and photographs.

In the field of radio broadcasting, sponsored and public service minutes and spots compared favorably with the previous year. Some 43 stations gave 85 hours of broadcast time. A novel approach to the treatment of "Do It Now" was given by Edmonton radio stations which presented a "teaser" campaign consisting of frequent announcements of the letters "W-W" (Winter Works). Both interest and results were excellent.

Twenty-four television stations provided 33 hours of public service and sponsored spots. In the case of both radio and television stations, government-provided spot announcements and film clips were used extensively in bringing the message to a maximum number of people throughout the region.

Service clubs, particularly Junior Boards of Trade and Chambers of Commerce, gave invaluable support to local campaigns in several areas. These organizations carried out the distribution of promotional material and conducted special promotions in co-operation with NES.

As a result of the campaigns, gainful employment was made available to many workers who, a few years ago, would have been unemployed seasonally.

EMPLOYMENT COMMITTEES

The Prairie Regional Employment Committee met at Winnipeg on three occasions during the fiscal year—in June and November, 1962, and in March, 1963.

Included in the subjects considered by the committee were: Education in a changing economy; improvement and expansion of the NES as a means to create employment; employment of the handicapped; and vocational training.

Eleven local employment committees were active. These were located at: Brandon and Winnipeg in Manitoba; Moose Jaw, Prince Albert, Regina and Saskatoon in Saskatchewan; and Calgary, Edmonton, Lethbridge and Medicine Hat in Alberta. The twin cities of Port Arthur and Fort William, in the north-western portion of Ontario, are served by the Lakehead Local Employment Committee.

UNEMPLOYMENT INSURANCE

This region comprises the three Prairie provinces and the part of Ontario west of the Lakehead; this year's statistics are compiled on a regional, rather than provincial basis.

The local offices of the Prairie region issued 4,511 coverage rulings, 577 more than were issued the previous year. Head office gave 161 such rulings, a decrease of 444 from the year previous.

The number of employers registered with the Commission as employing insurable employees increased by 248 to a total of 60,896 at March 31, 1963. However, the number of employees who renewed their contribution records or were insured for the first time decreased by 19,407 to 765,394.

The number of claims computed or recomputed during the year increased by 7,442 (3.1 per cent) to 242,540. This increase is attributable to this year's statistics being compiled on a regional instead of a provincial basis.

There were 49,416 claims post audited and 225 were pending. These investigations disclosed that 2,169 (4.4 per cent) claimants made misrepresentation with regard to earnings and unemployed status in order to collect benefit payments. Over payments amounting to \$65,326 were established. In addition, 1,208 claimants had disqualifications imposed which reduced their entitlement to future benefits, and a number of other claimants were prosecuted and fined.

Offices in this region received a total of 195,648 new applications for benefit, a decrease of 16,862 (7.93 per cent) from the previous year. Of this total, regular benefit was established for 126,162 (64.5 per cent), seasonal benefit for 47,606 (24.3 per cent); in 21,880 cases (11.2 per cent) the claimant failed to qualify for any benefit. Local offices in the region made 2,050,323 individual payments, a decrease of 13.3 per cent from the previous year. Of this total, 1,146,599 were cash payments and 903,724 were payments by benefit warrant.

Adjudication of 169,491 initial claims on which claimants fulfilled the contribution requirements in the first instance resulted in 20,950 (12.4 per cent) disqualifications. An additional 123,437 decisions were issued covering renewal claims filed during the currency of a benefit period on questions which arose from continuing claims, and from claims where the qualifying requirements were subsequently fulfilled. Of this total, 26,557 (21.5 per cent) were subjected to disqualification. There were also 4,288 cases where claimants were considered not entitled to such additional benefit as the dependency rate of benefit on a continuing claim. The 47,507 disqualifications imposed on claims on which entitlement had otherwise been established was an increase of 3,084 (6.9 per cent) over the previous year.

During the year under review, 761 applications to have claims antedated were received, of which 325 were approved. Applications for extension of the qualifying period numbered 3,663, of which 2,868 were allowed.

TECHNICAL SERVICES

AUDIT

Satisfactory production was obtained in spite of a number of audit vacancies and, as well, the outstanding accounts, although somewhat higher than last year, have increased less than the national average.

INVESTIGATION—ENFORCEMENT

Total investigations in the Prairie region for the fiscal year ending March 31, 1963, numbered 12,902 (14,839), the figures in brackets representing the total for the previous year. Of these, 3,422 (3,212) were cases of persons suspected of having made false statements in connection with their claims for benefit. Routine or spot check and miscellaneous accounted for 9,480 (11,627) investigations. There were 193 (144) prosecutions commenced against claimants, 23 (23) carried forward from the preceding year, resulting in 174 (137) convictions, 6 (4) withdrawals, 0 (3) acquittals, and 36 (23) awaiting results of trial. Fines imposed amounted to \$15,414.50 (\$13,423). There were 1,181 (1,144) cases in which penalties amounting to \$63,520 (\$58,377) were imposed, depriving the claimants concerned of future entitlement to benefits.

Prosecutions against employers for violations of the Act and Regulations were commenced in the same period in 143 (145) cases, 4 (4) being carried forward from the preceding year, resulting in 123 (140) convictions, 8 (4) withdrawals, 1 (2) acquittal, and 15 (4) awaiting results of trial.

Transfers, separations and, for a time, inability to fill vacancies because of the Government's economy program, resulted in fewer investigations than in the previous year. Nevertheless, the number, quality and the effectiveness of investigations continued at a good level.

Exchequer Court action to collect monies owing by claimants and employers continued to be employed; however, garnishment proceedings permitted to be taken extra-judicially provided greater facility and success in recovering money due under the Act.

REPORT OF ACTIVITIES BY REGION

PACIFIC REGION

EMPLOYMENT

SERVICE TO INDUSTRIES

Primary Industries—The value of mineral production in British Columbia was at an all time high. New copper and iron mines coming into production, financed mainly by Japanese capital, a crude oil pipeline connecting the Peace River area to the lower mainland of British Columbia and United States markets, and the devaluation of the Canadian dollar all had some bearing on the increase in the value of production.

Four copper properties came into full production during the year. Three new iron mines also started to produce, with contracts to Japanese firms extending from one to seven years. The installation of concentrating and shipping facilities was expected to result in several other mines becoming producers during the coming year.

Prospecting and exploration work was particularly active, with a large number of new claims recorded. The use of helicopters and other aircraft to transport men and materials and to do exploratory work was more prevalent. NES again successfully organized the annual airlift of miners and other personnel to the Yukon hydraulic gold mining operations.

In British Columbia, there were approximately 100 mining companies active, with nearly 9,000 persons employed. Labour turnover at the mines has been considerably reduced since employers started recruiting personnel through NES facilities. During the year 1,295 placements were made in the mining industry in British Columbia and the Yukon Territory. This was on a par with the previous year. The Peace River Power Project attracted many younger miners from the mines because of the higher pay involved.

Fishermen on the Pacific coast again enjoyed a successful year despite the disappointing cyclical Admas River run of sockeye salmon. Fish landings for the year were expected to reach the highest point since 1958. The highlight of the 1962 salmon season was the spectacular run of pink salmon to the Bella Coola River. Nearly 20,000,000 pinks were caught. Most of these fish were canned. Halibut fishermen also experienced a highly successful season. The catch reached nearly 33,000,000 pounds and netted over \$10,000,000 for fishermen.

A dispute in the herring industry caused most of the fleet to be tied up from the middle of October to the end of November. However, herring landings were ahead of the previous year both in quantity and quality. Whaling operations resumed, with B.C. Packers and a Japanese fishing company forming a new company. Whale meat, meal, oil and Vitamin A were produced. Nine "whalemen" were obtained for the Pacific coast operation from St. John's, Newfoundland, through the NES clearance system.

A new brine-spray freezing system, developed by the Federal Department of Fisheries and the Fisheries Research Board of Canada, permitted tuna fishing by two

west coast seiners to be carried out off the coast of California and Mexico. This operation proved successful and more tuna fishing in these areas is contemplated by Canadian fishermen in the future.

The Pacific region recorded 27.6 per cent more placements in the fishing industry than in the previous year.

Logging activity reached an all time high, with cuts for the year showing an appreciable increase over the previous year's production and above the previous all time high, recorded in 1960. Log prices for all species showed significant increases and accelerated activity in the woods. A light fire season and a compatible labour-management working climate also assisted in the increase. NES was of great assistance in supplying the skilled and semi-skilled workers required, particularly to those operations remotely situated on the B.C. coast. There were 5,437 placements recorded in comparison to 5,418 the previous year.

Another good year was experienced in farm placement activities with 47,001 placements recorded through NES facilities. This figure represented an increase of 20.3 per cent over the previous year. Gross cash income derived from the sale of farm products rose to a record high. Egg, cattle and dairy production increased, while poultry production decreased.

A 26 per cent rise in the apple crop and a 16 per cent increase in peach production were recorded. Yields of other tree fruits declined. There was a considerable growth in grape production, as commercial wine-making facilities increased.

Grain shipments over the Pacific Great Eastern Railway from the Peace River area to Pacific coast elevators for shipment to the Orient doubled during the year. The production of hay declined, mainly because of unfavorable harvesting conditions.

Eight temporary provincial farm placement officers and nine NES officers were actively engaged in farm labour recruitment during the 1962-63 season.

Manufacturing—Manufacturing production was appreciably higher than in 1961-62. Most major sectors of the forest industry showed improvement. Sawmills increased their production by about eight per cent and plywood manufacture by nearly nine per cent. The pulp and paper and the shingle industries also had substantial gains in output. Manufacturers' demands on NES for the supply of manpower were generally well met locally, but, in some instances, clearance of job offers to other regions was necessary. This applied particularly to skilled trades.

Construction—More persons were employed in the construction industry than in the previous year. Housing starts were up 25 per cent and completions were up 21 per cent. Additional construction employment resulted from enlargement of pulp and paper facilities and from the Peace River power development.

The Peace River project was of particular interest. Almost 2,000 workers were placed by NES for the initial tunnelling phase of the construction. Over 1,000 of these were "local" workers, i.e. those living in the area north of Prince George; over 900 were from other points within British Columbia. A few diamond drillers had to be recruited from outside the province. As the project progresses it is expected that workers will be recruited from other areas and that recruitment will be conducted almost entirely by NES.

Mine buildings and facilities, shopping centres, motels, office buildings, institutional buildings and highway extension or improvement also produced considerable employment.

The Municipal Winter Works Incentive Program was the most successful of any since the inception of this federal, provincial, and municipal cost-sharing plan.

Transportation—The opening of the 92-mile portion of the Trans-Canada Highway through the Rogers Pass of southeastern British Columbia, shortening the route from Calgary to Vancouver by 230 miles to 638, created an upsurge of tourism, a reduction of freight rates, and a shifting of a number of commodities from rail to motor transport.

A new rail barge service from Prince Rupert to Alaska and increased car-passenger facilities was inaugurated. Record grain shipments to the Orient were made through British Columbia ports. Additional ferries and ferry services from the mainland to Vancouver Island materialized.

Trade—Increased employment in primary and secondary industries resulted from the devaluation of the Canadian dollar and from larger shipments of crude petroleum, copper ore, natural gas, lumber and its products, wheat, agricultural products and fish. Wholesale and retail trade increased and NES played a prominent part in supplying personnel to all segments of the industry.

EXECUTIVE AND PROFESSIONAL

Buoyant conditions, despite some economy measures by the provincial and federal governments, created increased demand for executive and professional occupational categories. Chronic shortages of engineers, metallurgists, librarians, nurses, social workers, draftsmen with specialized experience, and teachers were apparent. The active use of the NES clearance system was of considerable help.

Placement service was given to University of British Columbia, Victoria College and Notre Dame University College students, with a full-time university placement service established on campus at Victoria College. With the establishment of Victoria College as a full-time university, NES importance and usefulness will increase.

SPECIAL SERVICES

Handicapped—A total of 2,107 handicapped applicants were placed following personal representation on their behalf by special services officers. Most of these persons required extensive counselling prior to placement; a total of 14,789 counselling interviews was held. Close co-operation by NES, the provincial co-ordinator of rehabilitation, and ad hoc local rehabilitation committees has resulted in great strides being made in the field of rehabilitation. This was particularly noticeable where it concerned recipients of social welfare allowances.

Youth—NES worked closely with schools and the community on behalf of youth. Career night counselling programs were held in most centres. Five hundred and seven visits were made to schools to address students on the world of work and the need for good education. During the year 5,717 students registered for work, 1,369 were placed in employment through NES facilities, 827 found employment after counselling and 498 continued education after counselling. Nearly 25,000 counselling interviews were conducted with young persons.

Vocational Training—There was increased interest in vocational training during the year; 2,462 persons commenced training, of whom 30.7 per cent were under 20 years of age, 61.5 per cent between 20 and 44, and 7.7 per cent over 45. Of the number of persons taking training, 50.4 per cent were women.

Urban Integration of Selected Indians—During the year, the service was extended to Kamloops and now operates in five localities. Close liaison is maintained with the Indian Affairs Branch and some progress has been made in the successful integration of Indians.

Veterans—Much of the service provided to veterans consisted of counselling older men seeking help to secure employment or D.V.A. benefits. Assistance was provided when required on completion of applications for various D.V.A. services.

Testing Units—Two testing officers, operating out of units in New Westminster and Vancouver, gave 3,170 tests of various types to assist in the selection, referral and counselling of applicants.

EMPLOYMENT OF WOMEN

Women made up 26.7 per cent of the labour force in the Pacific region in 1962-63 and accounted for 46.4 per cent of all placements. A total of 68,796 women were placed in jobs. This was an increase of 11.1 per cent over the previous year.

Approximately 45.2 per cent of the placements of women were in short-term employment. These included post office helpers for the Christmas season, sales-clerks for special sales, workers in the service industries, and fruit and vegetable harvesters, packers and processors.

Qualified women to fill positions for nurses, dietitians, physical and occupational therapists, medical technologists, X-ray technicians, social workers and librarians were far below requirements. The nation-wide shortage of stenographers, especially those with legal training, was especially evident in this region. For most of the year general salesclerks were surplus to the demand in most areas. However, in the larger centres, requirements were usually difficult to fill for experienced ready-to-wear, shoe, drug and cosmetic saleswomen.

Employment in the service industries was responsible for much of the demand for women workers. A survey of the requirements of the tourist industry for this type of worker was conducted. Subsequently, the Provincial Department of Education in co-operation with the Provincial Tourist Consultant, the Canadian Restaurant Association and the National Employment Service set up courses for unemployed women for training as waitresses, room maids, salad and sandwich makers and short order cooks. About 300 women took the various courses and were placed in hospitals and catering establishments in Victoria and Vancouver.

Household service workers who were required to "live in" were in chronic shortage but day workers for casual work in private homes were generally available. Applicants for employment in fruit and vegetable processing plants were usually in excess of the demand. However, at some periods there was a shortage of experienced power sewing machine operators for the clothing industry.

WINTER EMPLOYMENT CAMPAIGN

Winter employment campaigns were conducted in all 23 National Employment Office areas in the Pacific region and, with the exception of one small northern office, citizens' committees supported the campaign.

Sponsored advertising increased in comparison to a year earlier. Approximately 28,500 column inches appeared in 66 daily and weekly newspapers in British

Columbia and the Yukon Territory. News items, photographs and editorials provided an additional 7,500 column inches. This commendable support was supplemented by over 7,700 column inches of government-paid advertising as part of the national schedule.

Approximately 33½ hours of broadcast time was provided by 27 radio stations. Extensive use was made of promotional material supplied by NES. In addition, approximately 3½ hours of government-paid advertising was broadcast.

Thirteen television stations contributed a significant amount of viewing time in support of the campaign and also carried over three hours government-paid viewing time.

In some areas, reports indicated that good weather and improved employment conditions made the campaign somewhat less active than in previous years. However, service clubs supported the campaign in a variety of ways and in two areas telephone campaigns were conducted by women's clubs. In several communities, men's organizations assisted in the distribution of publicity material and carried out promotional activities.

In Nelson, an essay contest was open to high school students on the subject, "What the Winter Employment Campaign Could Achieve". Seventy entries were received and attractive prizes were awarded the winners. Kelowna local office conducted a poster contest for high school students on the theme of winter employment. The winners received merchandise prizes donated by local merchants.

Many business organizations donated window space for displays of material or supported the campaign in other ways.

EMPLOYMENT COMMITTEES

The Pacific Regional Employment Committee did not meet during the fiscal year.

Twelve local employment committees were active during the year. These were located at: Chilliwack, Cranbrook, Kelowna, Nanaimo, Nelson, New Westminster, Penticton, Prince George, Prince Rupert, Trail, Vancouver and Victoria.

UNEMPLOYMENT INSURANCE

There were 2,846 coverage rulings issued, an increase of 500 over the previous year. The 145 rulings head office gave on questions submitted from this region represented a decrease of 219 from the previous year.

The number of employers registered with the Commission as employing insurable employees increased by 707 to a total of 36,498 at March 31, 1963. The number of employees who renewed their contribution records or were insured for the first time also increased by 10,101. This increase was attributable to both the employees who were new entrants and those who were previously insured.

The number of claims computed or recomputed followed the national trend and declined by 24,750 (12 per cent) to a total of 176,064.

A post audit was conducted on 43,978 claims which had terminated. Investigations have been completed on all except 27. The post audit disclosed that 3,918 (8.9 per cent) claimants had made misrepresentation with regard to earnings and unemployed status in order to collect benefit payments. Overpayments in the amount of \$94,541 were established. In addition, disqualifications reducing future entitlement to benefit were imposed on 1,753 claimants, and other claimants were prosecuted and fined.

A total of 160,743 initial claims were processed, a decrease of 19,744 (10.94 per cent) from the previous year. Of these, 99,362 (61.8 per cent) were established for regular benefit, 36,614 (22.8 per cent) were established for seasonal benefit, and 24,767 (15.4 per cent) failed to qualify for any type of benefit.

A total of 1,181,075 individual payments were made, a decrease of approximately 29.5 per cent from the previous year. Of this total, 801,104 were cash payments and 379,971 were payments by benefit warrant.

During the year, 130,265 initial claims were adjudicated on which claimants fulfilled the contribution requirements in the first instance. Disqualifications were imposed on 17,030 (13.1 per cent) of these claims. In addition, 122,410 decisions were issued in respect of renewal claims filed during the currency of a benefit period on questions arising from continuing claims, and from claims where the claimant subsequently fulfilled the qualifying requirements. Disqualifications were imposed on 26,750 (21.9 per cent) of these claims. A further 5,587 claimants were considered not eligible for such additional entitlement as the dependency rate of benefit on a continuing claim. The 43,780 disqualifications imposed on claims on which entitlement had otherwise been established represented an increase of 5,350 (13.9 per cent) over the previous year.

Applications to have claims antedated numbered 615, of which 255 were approved. There were 3,755 applications for extension of the qualifying periods, of which 3,029 were allowed.

TECHNICAL SERVICES

AUDIT

A new district office was opened in Prince George to cover employers in the northern half of British Columbia and the Yukon. During the year, two auditors made an audit trip up the Alaska Highway as far as Whitehorse.

Five auditor vacancies persisted owing to difficulty of obtaining properly qualified field auditors.

Collection of outstanding accounts continued to be difficult.

INVESTIGATION—ENFORCEMENT

During the fiscal year, 14,534 investigations were carried out in the Pacific region, a slight increase over the preceding year. There were 3,805 investigations of persons suspected of having made false statements in connection with their claims for benefit, and the balance of 10,729 investigations concerned routine or spot check investigations and miscellaneous investigations.

Although the staff of the enforcement branch was increased to a total of 16 during the 1962-63 fiscal year, the branch as a whole operated at less than normal strength. From the beginning of July to the end of the fiscal year only 14 enforcement officers were on duty.

The matter of training of field staff continued to occupy a considerable amount of time and the general training needs were in large part met through meetings of the regional enforcement branch held on Friday afternoons, with minutes of such meetings being distributed to all field staff.

Good results were achieved through garnishment and Exchequer Court action with regard to collection of arrears of contributions owing by employers and collection of outstanding overpayment of benefit owing by claimants.

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Price subject to change without notice

ROGER DUHAMEL, F.R.S.C.

Queen's Printer and Controller of Stationery
Ottawa, Canada
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TWENTY-THIRD
ANNUAL

REPORT

FISCAL YEAR ENDING MARCH 31, 1964

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THE UNEMPLOYMENT INSURANCE COMMISSION
OTTAWA, CANADA

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UNEMPLOYMENT INSURANCE COMMISSION

August 18, 1964

To the Honourable Allan J. MacEachen,
Minister of Labour.

SIR,

We have the honour to submit herewith for the information of Parliament the Twenty-Third Annual Report of the Unemployment Insurance Commission, covering the period from April 1, 1963, to March 31, 1964, except where otherwise indicated.

The report is prepared in compliance with Section 95(1) of the Unemployment Insurance Act.

Respectfully submitted,

CHIEF COMMISSIONER

COMMISSIONER

COMMISSIONER

UNEMPLOYMENT INSURANCE COMMISSION

ANNUAL REPORT OF ACTIVITIES FOR THE FISCAL YEAR ENDING MARCH 31, 1964

INTRODUCTION

Towards the end of the fiscal year, the Government decided to implement the recommendation of the Gill Committee of Inquiry into the Unemployment Insurance Act that the administration of the National Employment Service be transferred from the Unemployment Insurance Commission to the Department of Labour.

In announcing this decision to the House of Commons on February 24, the Minister of Labour, Honourable Allan J. MacEachen, said: "The primary reason for this transfer is to develop an integrated approach to implementing manpower policy and programs in Canada and to correct the negative image which the employment service suffers in the public mind from its close association with the payment of benefits to the unemployed. In making this decision, I want to say that there is no criticism of the present administration of the National Employment Service. The Unemployment Insurance Commission has applied its best efforts within the existing administrative organization and in the light of limitations that have existed in respect of staff and facilities. The decision has been made, rather, in order to co-ordinate in the Department of Labour, as the Gill Committee recommended, those services which are concerned with the development of manpower policy as well as those concerned with the organization of the labour market."

At the same time, the Minister of Labour said that, to effect the transfer, the Government had established a committee composed of the Chief Commissioner of the Unemployment Insurance Commission, Mr. Laval Fortier; the head of the Bureau of Government Organization, Mr. George Davidson; and the Deputy Minister of Labour, Mr. George Haythorne. By the end of the fiscal year, a number of meetings had been held by this committee.

During the latter part of the fiscal year, the insurance branch of the Commission was engaged in organizing a registration of employed Canadians for Social Insurance Numbers. The registration was prompted by the need to replace the almost-obsolete numbering system being used by the Commission, with the added benefit that the new system could be used for purposes of the proposed pension plan for Canada. Just before the end of the fiscal year, the registration was underway, in conjunction with unemployment insurance book renewal, of some 6,000,000 employed Canadians, approximately 4,500,000 of whom had been covered by unemployment insurance.

Employment service operations of the Commission were at a high level during the fiscal year, although placements were down 10 per cent from the previous year. Decreases were common to all regions but, nevertheless, the total number of placements made, 1,187,158, was the second highest in post-war years.

Unemployment insurance statistics for the fiscal year reflected the improvement in the Canadian economy. The decline in unemployment was clearly shown in the figure for the peak number of active claimants. At the end of February, there were 607,144 active claimants, a decrease of 113,317 from the peak of the previous fiscal year.

Ordinary benefit payments totalled \$287,512,788 and seasonal benefits amounted to \$78,141,940; these represented decreases, respectively, of 10 per cent and eight per cent from payments made the previous year. Nevertheless, the Unemployment Insurance Fund continued to decline and, at the end of the fiscal year, the balance was \$874,881.

EMPLOYMENT

In February, 1964, the Minister of Labour announced the intention of the government to transfer the National Employment Service from the Unemployment Insurance Commission to the Department of Labour as part of the development of an integrated approach to manpower policy and programs in Canada.

Although the government revoked, during the year, the restrictions on staffing imposed as part of the economy program, and, in addition, approved some 362 additional positions for NES, it was not possible to overtake the attrition of the restrictions and to recruit immediately all the properly-qualified staff needed. The results of the restrictions thus continued to be felt for a large part of the fiscal year in many areas of NES responsibility, including the number of placements effected.

These fell by approximately 10 per cent from the previous year, when a post-war high level had been established. Total placements, nevertheless, were the second highest since World War II. By region, and for all Canada, they were:

	<i>Atlantic</i>	<i>Quebec</i>	<i>Ontario</i>	<i>Prairie</i>	<i>Pacific</i>	<i>Canada</i>
1963-64.....	84,816	348,395	405,832	204,882	143,233	1,187,158
1962-63.....	94,864	372,140	471,298	229,683	148,316	1,316,301
Numerical						
Change.....	(-)10,948	(-)23,745	(-)65,466	(-)24,801	(-) 5,083	(-)129,143
% Change.....	(-) 10.6	(-) 6.4	(-) 13.9	(-) 10.8	(-) 3.4	(-) 9.8

SERVICE TO INDUSTRIES

Canners and fruit and vegetable growers made full use of NES recruitment facilities to harvest and process the large crops of vegetables and fruit. Workers were needed for short-term employment in such large numbers that only a national service with a network of supply offices could meet the demands. A number of temporary employment offices were opened to meet the pressing demands of the industry.

To serve the needs of construction contractors on large projects for which workers are drawn from districts in most areas of the country, on-site employment offices were established. Direct contacts with supply offices were made by telex and close liaison was maintained with the sub-contractors and unions concerned.

NES again provided a much-needed recruitment service to shopping centres in suburban and urban areas. In many instances, the complete staffing of large centres was done by NES local offices.

Some 550 firms, operating in more than one region and employing 1,144,338 people, have now been approached by head office staff in a nation-wide visiting

program. Staffing problems and employment needs were discussed and systems and methods of recruiting workers were reviewed. NES facilities available for these purposes were fully explained. These firms are now using NES recruitment facilities for a considerable proportion of their hirings.

Primary Industries—Although employment was affected by some shut-downs in iron ore operations in Newfoundland, coal in Cape Breton, base metals in Quebec, and nickel and uranium in Ontario, this was offset by the opening of new mines and the need to replace the diminishing labour force in older operations.

To meet the industry's labour requirements, NES organized several special national recruiting programs. Through its clearance system, NES was able to assist the industry in maintaining a stable labour force. On the other hand, whenever shut-downs occurred, immediate steps were taken by NES to help the workers relocate. Arrangements were also made for special interviews to be conducted by company representatives.

Nevertheless, there was a persistent shortage of experienced miners and tradesmen. Many mines had to resort to hiring well-selected, inexperienced workers through NES and set up programs to train them. With the gradual introduction of improved methods of operation, the industry was highly productive, with a marked reduction in its labour force compared to the previous year.

Heavy demands by the construction industry kept operations at peak levels in quarrying, clay, and sand-pit operations. NES was able to refer the required labour.

In spite of the reduction in the work force, NES assisted the mining industry to the extent of 10,192 placements, as compared to 11,899 during the previous year.

The forest industry was highly productive and offered relatively stable employment throughout the year, despite unusually late winter and spring seasons in the eastern provinces, extreme fire conditions in the central provinces and inclement fall weather on the west coast. On the average, there were more bush-workers employed than during the previous year. Considerable use was made of the NES facilities to recruit experienced woodsmen to meet operating demands. At peak hiring periods, NES met with some difficulty in recruiting the additional power-saw operators. This situation was experienced in all regions, and necessitated extending the recruitment to more distant areas, and inter-regionally. Some of the operators had to train crews to use the ever-increasing mechanical equipment required to carry out the industry's improved methods of utilizing the forest.

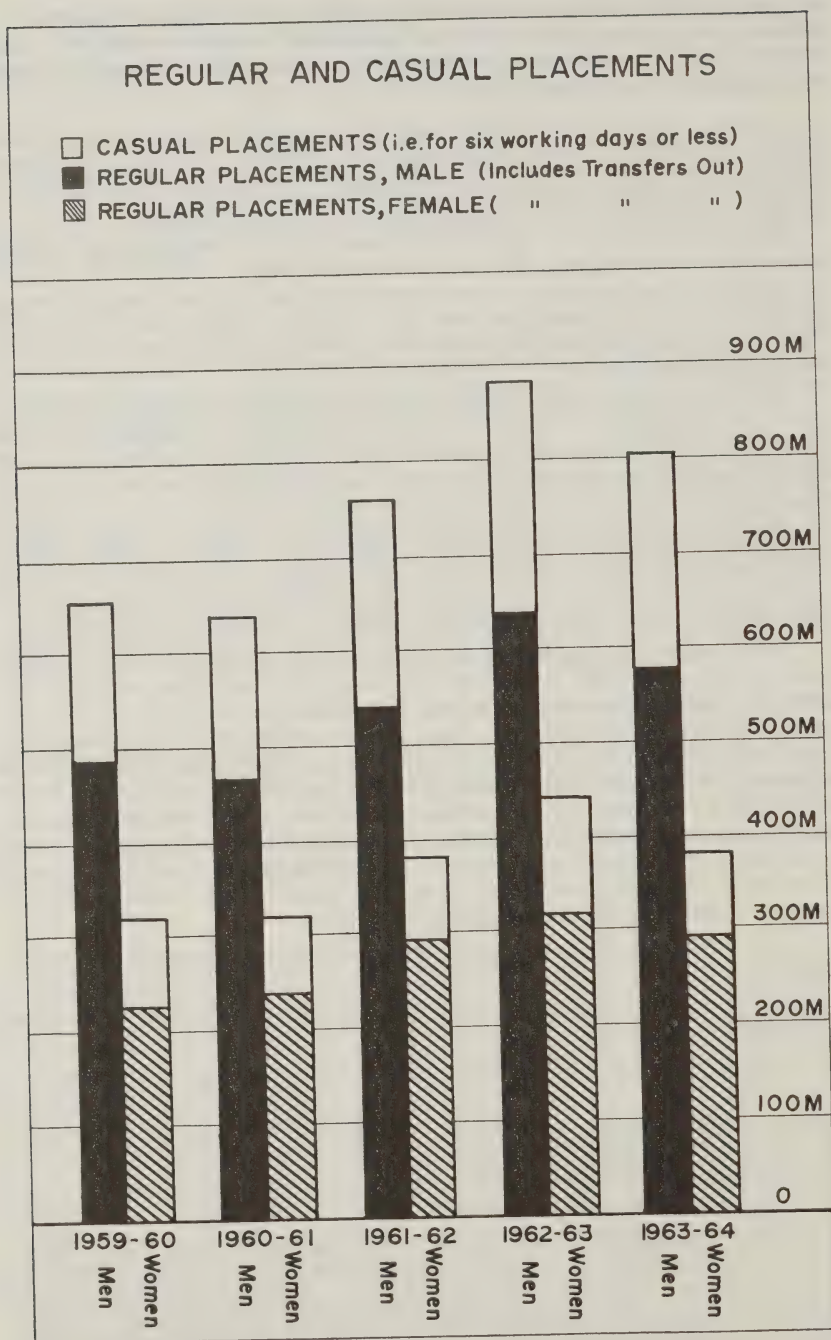
An extensive reforestation program created additional employment in Ontario woods.

Indians recruited from northern Ontario reservations were adept in carrying out tree-planting operations.

To assist Canadian and American logging contractors operating in the New England states with their recruitment programs for Canadian woods workers at close proximity to the border, NES opened a temporary office at Clair, N.B., which was operated by the Edmundston, N.B., local office at peak hiring periods.

NES helped to meet the labour demands of the industry to the extent of 33,690 placements, as against 39,178 the previous year.

In the fishing industry, employment in both the Atlantic and Pacific coastal operations and in fresh-water inland operations followed a similar pattern to the previous year. Notwithstanding that the industry is generally one of self-employed persons, NES assisted in recruiting some of the crews. In addition to this, NES recruited both men and women for processing plants and shore stations.



In agriculture, there were varying patterns of employment between regions and within them. However, on the average, fewer persons in all categories were employed on farms in comparison to the previous year. Contributing factors were the trend towards greater use of seasonal or short-term labour, increased mechanization, the lack of continuity in employment, and job opportunities in other industries. In this regard, the demand for experienced operators and farm couples was not easily met in the Prairies and in southwestern Ontario, where adverse weather during the spring and summer months was responsible for slow maturity, delays in harvesting and an increase in labour turnover. Subsequent favourable weather brought about simultaneous harvesting of various crops. This, coupled with the need for canning factory workers, created an unbalanced farm labour demand and supply. To cope with the situation, NES enlarged its recruitment facilities but, because of the lack of housing accommodation for workers from distant points, was restricted to areas within commuting distance. Nevertheless, there was little loss of crops.

The majority of local offices were active throughout the year recruiting and referring suitable dairy and general farm workers. With the expansion taking place in districts surrounding metropolitan areas, NES day-haul operations were kept on the alert to meet the demands of relocating growers.

In addition, organized movements of farm workers were carried out by the NES, some under Federal-Provincial Agreements, others under reciprocal arrangements with the United States Employment Service. These are summarized below.

NATIONAL MOVEMENTS

	Total Workers
Sugar beet thinning—	
Alberta.....From Northern Alberta (295) and Saskatchewan (929) to Leth- bridge, Alberta.....	1,224
Hay and grain harvesting—	
Ontario.....From New Brunswick, Nova Scotia and Newfoundland.....	267
Potato picking—	
Prince Edward Island.....From Nova Scotia (576) and New Brunswick (144).....	720

INTERNATIONAL MOVEMENTS

INTERNATIONAL MOVEMENTS			
Tobacco harvesting—			
Ontario and Quebec.....	From the U.S.A.....	2,377	
Spring farm work—			
To Maine, U.S.A.....	From New Brunswick.....	486	
Potato harvest—			
Maine, U.S.A.....	From Quebec.....	3,680	
	From New Brunswick.....	3,252	
Apple harvest—			
Quebec.....	From Vermont, U.S.A.....	125	
	From New York, U.S.A.....	72	
Maine, U.S.A.....	From Nova Scotia.....	107	
	From Quebec.....	122	
New York, U.S.A.....	From Quebec.....	101	
New Hampshire, U.S.A.....	From New Brunswick.....	46	

In spite of the fluctuation in demand and supply in regard to agricultural manpower, NES recorded a total of 121,069 placements. This was a decrease of close to 20 per cent in comparison to the previous year.

Manufacturing—The manufacturing industry experienced large gains in 1963; plant facilities were expanded and production increased. With few exceptions, progress was widespread throughout the industry. As a result, manufacturing employment rose appreciably, with the employment index reaching its highest point since 1956. The automotive industry led the field in this general advance.

NES kept apace with these developments and ensured that service to employers and applicants received constant attention; special projects were carried out to that end, with promising results.

Employers' utilization of NES facilities for recruitment and selection continued to increase. The volume of employment business transacted with the NES by the manufacturing industry as a whole rose by three per cent over the previous year and, in one industry (pulp and paper manufacturing) the volume was six per cent higher.

Qualified applicants in occupations requiring a background of apprenticeship training or lengthy job experience, or both, (machinists, tool and die makers, machine operators and electronic technicians) continued to be in short supply, particularly in Ontario and Quebec where the manufacturing industry is largely concentrated. Many such applicants were obtained through the NES clearance system and some were recruited from the United Kingdom through the NES London office. However, the shortage of applicants in the skilled trades was evident throughout Canada.

Construction—The dollar value of construction contracts awarded during the period under review established a new all-time high record for Canada. Increased activity was particularly noted in residential, industrial and engineering construction. The Government's incentive payment of \$500 for house construction during the winter months contributed considerably to the increase in residential buildings.

There were 132,113 construction workers hired by contractors through National Employment Offices during the fiscal year, as compared to 157,651 in the previous year. Shortages of skilled workers developed during late summer and autumn months; NES clearance facilities were used to locate the required workers with good results.

Close liaison was maintained with five Federal Government departments, which supplied NES with lists of all awarded contracts costing \$35,000 and over. The facilities of NES were used in many instances by contractors to recruit workers for those projects.

Head office maintained close liaison with contractors working in remote areas. Workers for those projects were recruited through clearance from several regional areas.

Contractors engaged in Municipal Winter Works Incentive Program projects hired 77,009 workers through National Employment Offices, as compared to 64,047 in the previous year. Close liaison was maintained with municipal and provincial authorities and also with the contractors. No difficulties were experienced in recruiting sufficient workers for those projects.

Transportation, Storage and Communications—Employers in transportation, storage and communications hired 67,094 workers through National Employment Offices.

The substantial increase in grain shipment arising from the large sales to the Soviet Union, China, Japan and other countries, was an important factor in the increase in rail freight traffic during the period under review. This resulted in the recall of a number of furlough employees by the railway companies, and the hiring of new workers. NES clearance facilities were used to recruit extra gang workers for the railway companies.

Airline companies continued to expand their activities in overseas operations. Several new airport terminals were opened to cater to the increase in domestic air passenger traffic. No difficulty was experienced by NES in recruiting personnel for the airline companies.

During the navigation season on inland waters, the NES had many calls for a variety of workers, with suitable help being provided.

Telephone and telegraph companies continued to expand their operations. Clearance facilities were used to recruit most of the workers required.

Contractors engaged in the operation of the Mid-Canada and DEW Lines continued to use the facilities of the NES to recruit personnel. Extensive use was made of clearance facilities for recruitment and employers' representatives were provided with space in local offices during campaigns.

Public Utilities—To meet the increasing demand for electric power, hydro electric and thermal plants continued to be expanded. Many cities and towns improved and extended existing service facilities to encourage house building and industrial development. In these fields, NES supplied employers with 3,916 workers during the period under review.

Finance, Insurance and Real Estate—Employers in finance, insurance and real estate hired 17,618 workers through National Employment Offices during the period under review, as compared to 17,951 during the previous year.

With the expansion of the economy, banks continued to open new branches and had the highest number of branches in the history of the Canadian banking system. There was a noticeable increase in the use of electronic equipment designed to speed up the handling of cheques.

Copies of the booklet "Banking as a Career", issued by the Canadian Bankers' Association, were again distributed by National Employment Offices to encourage young people to enter the banking field.

Despite the increased use of electronic quipment, there was a continuing demand for workers from insurance companies.

Trade—Total retail sales in Canada during the fiscal year were estimated to be \$18,800,562,000. This represented an increase of 6.7 per cent over the previous year. It is to be noted that increases were recorded in each of the twelve months.

New merchandizing outlets were opened in many cities and towns. The trend to shopping plazas continued to be an important factor in this respect. National Employment Service offices recruited much of the staff required to meet this expansion. Total placements in the trade industry by NES amounted to 157,928, a decrease of about six per cent from the previous year.

The generally very good year experienced by the industry is also reflected in the total number of persons employed. The estimated peak of employment was 1,079,000, an increase of 4.3 per cent over the previous year and a new all-time high.

Service—The total number of workers employed in the service industries reached an all-time high of 1,720,000. This was an increase of 5.1 per cent over the previous year.

With the continued expansion in the service industry, employers were supplied with 381,380 workers, a decrease of approximately two per cent from the previous year.

Close liaison was maintained with government departments; as in previous years, the Departments of National Defence and Veterans Affairs continued to recruit all their prevailing rate employees through NES. Vacancies listed by other government departments were filled in most instances with little difficulty.

During this period, NES supplied the Post Office Department with 33,637 persons to handle the Christmas rush, a slight increase over the previous year.

The continued increase in tourist traffic, as well as the increased development of health facilities, resulted in greater demands for workers being received by NES from employers in those fields.

EXECUTIVE AND PROFESSIONAL

Professional, technical and managerial personnel comprise that segment of the labour force to which placement service is extended through the executive and professional division. A further extension of this service is made to graduate and graduating students from universities and to graduating students from institutes of technology.

As a result of growing demand by business, industry, government and educational institutions for personnel in these categories, and increasing numbers of graduations from universities and technological institutes, placement activity remained high during the entire year and was intensified by necessary widespread search for personnel in short supply. Total placements in permanent employment for the year, (including 2,902 students completing university studies) were 8,788 as against 10,027 in 1962, a margin of decrease in close approximation to that experienced throughout the employment field. Summer and part-time employment was found for 11,613 students as compared to 12,158 for 1962. Placements in permanent employment covered almost the entire range of professional, technical and managerial occupations, and included engineers in all branches, natural and social scientists, lawyers, librarians, accountants, chemists, social and welfare workers, authors, editors and reporters, pharmacists, nurses, teachers, managers, designers, draughtsmen and laboratory technicians.

The Central Office Plan was inaugurated at Hull, Quebec, during the year. This plan of operation, conceived to facilitate a more adequate placement service to executive and professional workers, is now established at 17 points over an area that includes Ontario, part of Quebec and part of Manitoba. Extension of the plan to the remaining 19 designated central office areas throughout the rest of the country was postponed pending relaxation of restrictions under the economy program.

The placement service available to graduating and graduate students is in increasing demand as organizations requiring the services of personnel trained in a university or technological institute continue to seek them at the source of supply. With rising enrolments at universities, colleges and institutes of technology, authorities of these institutions recognize the need for organized placement service to assist their graduating students in successfully integrating themselves with the labour force. Several requests were received from educational institutions to establish such a placement service.

The 1963 edition of the booklet "Supply and Demand—University Graduates" was published and 75,000 copies were printed. A nation-wide distribution was made.

A survey of employers of university graduates was again conducted in co-operation with the Pay Research Bureau of the Civil Service Commission to obtain information on expected starting salaries for the 1963-64 graduate. Information obtained was made available to NES officers, employers and others interested in university graduate placement.

Continuing study of the executive and professional placement service resulted in a decision to raise the service at head office to full divisional status. This organizational change is intended to facilitate an expansion and development of the service considered necessary to cope with a segment of the work force that is growing rapidly.

SPECIAL SERVICES

A factor common to the groups of workers served by the special services division of the National Employment Service is the need for satisfactory adjustment in the field of employment. A characteristic of special services applicants is their need for more comprehensive and detailed counselling than can be provided by general employment divisions. The emphasis, accordingly, is on the counselling process.

Young persons entering the labour market for the first time, workers re-entering the labour market, competent applicants who suffer from physical handicaps, older persons, persons with personal problems, those wishing to undertake training courses, war veterans and long-term ex-servicemen, and other similar categories of workers require employment counselling prior to approaching the labour market. Special services counselling involves the study of educational and training background, employment experience, physical background, and test results to determine the most suitable occupational classification for the applicant. Broad consideration is given to training and retraining of persons requiring special services.

Careful attention is given to the selection of officers who are responsible for performing the duties of special services positions. University education forms the basis upon which selection is made, with emphasis on training in the humanities and social sciences. The National Employment Service, in developing the competence of special services officers, has concentrated on a staff development program suited to the particular needs of these officers. Training in this field is carried out through area schools which are held from time to time across the country. Such training schools are attended by representatives of other federal departments and provincial officials who participate in the training as technical, advisory and resource personnel; the schools cover the broad fields of vocational rehabilitation, vocational counselling, and testing. Vocational training programs sponsored by joint federal-provincial agreements are included as training topics. During the fiscal year 1963-64, nine area training schools were organized and further schools were planned for the fiscal year 1964-65.

Additional special services officer positions were authorized, bringing the total number of full-time special services positions to 384 in 151 of the 200 National Employment Offices across the country. A brief summary of operations follows.

Testing Services—There are many occasions when the results of standard tests can be of great assistance to the employment counsellor in the matching of job applicants and job vacancies. Tests cannot substitute for the skilled, well-conducted employment interview, yet they contribute much to the assessment of the interests,

abilities and capacities of job applicants; thus, they result in more accurate occupational classification. When tests are used in conjunction with information obtained from other sources, they become an invaluable in-service tool in the counselling process.

During the year, 35,380 psychological and achievement tests were administered to job applicants in the 17 local offices with testing facilities.

Placement of Handicapped Persons—Special services officers effected 18,457 placements of handicapped persons, male and female. Each of these placements was made after careful counselling and through selective placement efforts. In all cases, applicants required some degree of personal presentation to prospective employers. Also, a total of 119,640 counselling interviews were conducted with these applicants.

New Entrants—A total of 236,762 employment counselling interviews for new entries into the labour market were held. Employment counselling interviews are conducted by special services officers for the purpose of determining an occupational classification, developing a vocational plan, or providing assistance and information, including advice on vocational training, to put a plan into effect, and to identify and resolve areas of difficulty in obtaining or holding employment.

Close co-operation continued between local offices and schools and other youth-serving agencies in their communities, including the vocational guidance services of high schools. Hundreds of addresses were made by NES special services officers to high school students to impress upon them the necessity of continuing their education as long as possible. Local offices participated with schools and various community agencies in planning and organizing career expositions for high school students in many centres, large and small, across the country. Reports of such programs of counselling to these students provide gratifying evidence that in many hundreds of cases students have altered their views about dropping out of school and have returned to their classes to pursue further studies.

Applicants Undertaking Training Courses—Many persons for whom immediate employment was unavailable, and for whom long-term employment prospects were unfavourable, were selected for vocational training courses. Provincial and other training centres offering a wide variety of training courses for unemployed persons accommodated 37,352 applicants referred to them by local offices, as compared to 35,490 the previous year. Generally, workers completing these training courses were readily employed following completion of their training.

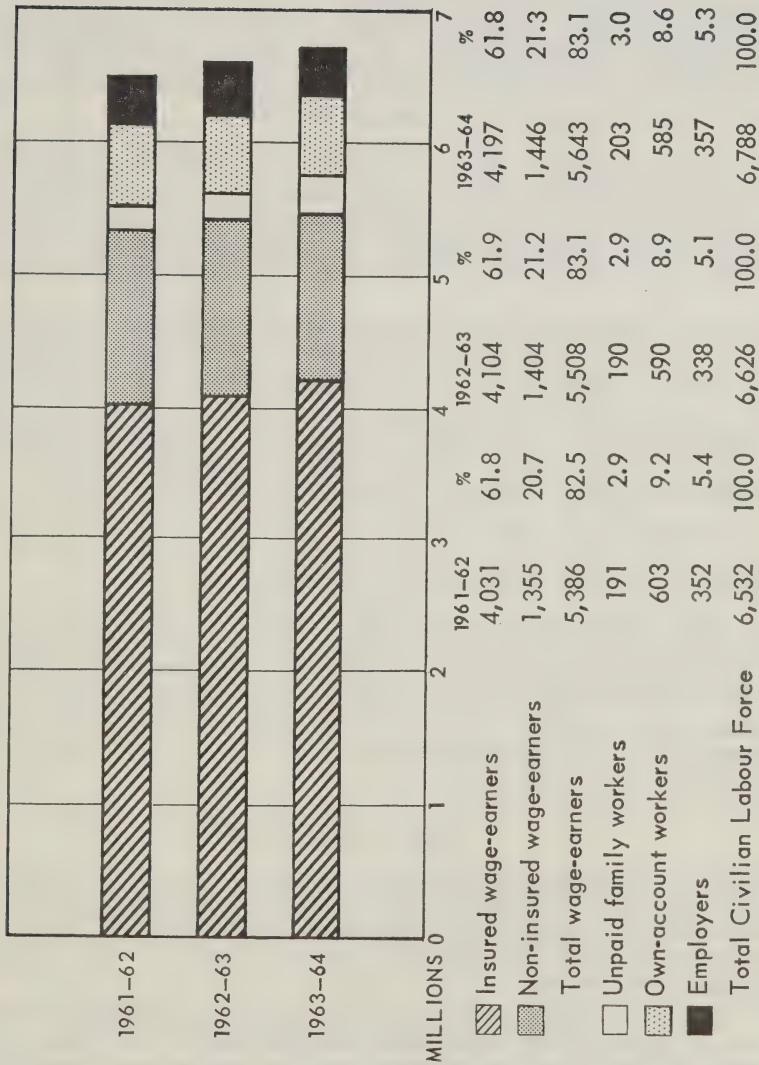
Co-operation with Outside Agencies—Working relations were maintained with federal and provincial government departments, and local associations and agencies representing handicapped persons, youth, veterans, and other similar groups. Employment liaison officers appointed in recent years substantially strengthened the liaison between National Employment Offices and provincial government departments responsible for vocational rehabilitation and vocational training programs for the unemployed. Officers from the special services division at head office participated in seminars on rehabilitation and were present at federal-provincial meetings held to plan programs in connection with providing services in the fields of vocational rehabilitation and vocational training.

Service to Veterans—Recognition of the statutory rights of veterans continued to be observed. Close communication was maintained by NES special services officers with representatives of the Department of Veterans Affairs in matters affecting veterans. DVA representatives attended training seminars held for special

CANADIAN CIVILIAN LABOUR FORCE

Annual average fiscal years ending

31 March 1962 1963 and 1964



Source: Dominion Bureau of Statistics

services officers and advised on matters of legislation concerning veterans. A wide range of services was provided by special services officers to veterans in areas of the country not directly serviced by DVA. During the year, a total of 32,608 placements of veterans was made.

The NES employment counselling service, established in 1961 for the use of long-term ex-servicemen of the armed forces, provided 3,363 employment counselling interviews. Many outstanding placements of ex-servicemen were reported by local offices. Liaison was maintained between NES and representatives of all branches of the armed forces to improve further the methods of assisting long-term ex-servicemen returning to the civilian labour market.

Urban Integration of Selected Indians—Officials of the Indian Affairs Branch of the Department of Citizenship and Immigration maintained close contact with NES officials with regard to persons receiving assistance under this plan. A favourable reaction by employers in general was reported in connection with the joint efforts of the two departments in placing these young Indians in urban employment.

Older Workers—NES participated in the development and administration of the Older Worker Employment and Training Incentive Program—a program which represented a new approach to the employment problems of older workers.

The general terms of this program provided for the payment of an incentive to employers who increased the number of their employees during the period November 1, 1963, to March 31, 1964, by hiring workers 45 years of age or older who had experienced difficulty in finding and keeping permanent employment.

Payment of the incentive was conditional upon the employer providing the worker with a significant amount of training in the job and subject to certain qualifying conditions applying to both jobs and workers.

While the program was also intended to demonstrate the value of older workers to employers, its primary objective was to increase the capability of the long-term unemployed in the 45 and over age group by creating opportunity for the development of usable skills in combination with immediate employment. In this sense, the program was regarded as a means of rehabilitating those workers in the age group who experienced employment difficulties through lack of up-to-date training and experience.

ANALYSIS AND DEVELOPMENT

The analysis and development division carried out its regular activities in connection with the collection, analysis and dissemination of labour market information, the analysis of employment service operations, the development of operating procedures and techniques, and the collection of data on employers' hirings and separations.

In addition, several special projects were completed, including evaluations of three major experiments conducted in field offices and a comprehensive report on organizational and staffing requirements of all levels of the employment service. At the request of the Bureau of Labour Statistics, United States Department of Labour, a detailed analysis was made and a report prepared, on job vacancy statistics in Canada.

Technical assistance and training were provided to a number of officials of foreign governments.

Labour Market Information—Data were collected by the NES and obtained from other sources, and special surveys were made, in relation to labour supply and demand, local occupational shortages, and other aspects of the employment and industrial situations. Analyses were made of such data and reports prepared for officers of the Commission and in response to inquiries from other federal government departments, provincial and municipal governments, employers, students, and various public and private organizations. Economic and industrial information and other data concerning areas served by National Employment Offices were obtained, and a number of the Commission's descriptions of such areas were revised.

Operational Analysis—Activities of the employment service were analyzed and assessed, particularly in relation to employers' patronage of local offices, employers' hirings and vacancies notified to the offices, employer relations activities, applicants registered at local offices, and placements effected. Special studies were made and reports prepared for projects undertaken by officers of the Commission, and for the National Employment Committee.

Employment Procedures—The procedures and techniques involved in operating the National Employment Service were under continuous review. Existing procedures were assessed, instructional material and forms revised, and additional procedures developed to carry out new policies, the latter including the Older Worker Employment and Training Incentive Program. The assessment of employment procedures and practices included special surveys, detailed analyses of inspection reports of field offices, and investigation and assessment of suggestions relating to the employment service under the Suggestion Award Plan.

Semi-Annual Report of Hirings and Separations—Semi-annual reports were conducted of some 69,000 of the largest Canadian business establishments with respect to their hirings, separations and numbers on payroll. Data obtained from the surveys were supplied to local offices, to enable them to assess the service rendered employers in their respective areas, measure and report on their placements in relation to employers' hirings, and formulate plans to meet fluctuations in labour market conditions.

The survey data were also supplied to the Dominion Bureau of Statistics for the compilation of consolidated reports, including rates of hirings and separations.

Information was supplied to the Department of Defence Production concerning all larger employers covered by the above surveys.

Selection and Occupational Research—The primary activities of the selection and occupational research section involved the preparation of Occupational Handbooks and programming of the General Aptitude Test Battery research.

A revised Canadian Supplement to the Dictionary of Occupational Titles, Occupational Handbook No. 1, was published, and, during the year, 15 new Canadian occupations were identified and inserted in the handbook.

Three additional handbooks (Nos. 4-6) relating to armed forces employment and civilian occupations were published.

Approval was obtained in June, 1963, to start the research required to develop Canadian norms for the General Aptitude Test Battery with the objective of installing these tests in all local offices. Late in the year, the French translation was completed and data collection in the Quebec region started.

THE EMPLOYMENT OF WOMEN

The most significant features of the female labour force in the fiscal year 1963-64 were its continued growth, the continuing increase in the proportion of married women, and the ever greater number of middle-aged and older women in it.

The labour force increased by 161,200 to a monthly average of 6,787,000 and the number of women in it was 1,887,800, or 27.8 per cent, in comparison to 27.1 per cent in 1962-63 and 26.7 per cent a year earlier. However, 56.3 per cent of the over-all increase in the total labour force was made up of women.

As had been the case for several years, married women entering the labour market was one of the chief factors responsible for the increasing numbers of women in paid employment. At the end of the fiscal year, 50.4 per cent of the women working for pay were married, which was an increase of eight-tenths of one per cent over the same time the previous year and 2.7 per cent over two years ago.

The recent tendency has been for women to marry young, to keep on working until the first child is imminent, then drop out and after 15 or 20 years, when household duties lessen, to return to paid employment. Partially as a result of this trend, the percentage of women in the 20-34 age group working for pay decreased steadily from 46 per cent in 1950 to 35.7 per cent in 1963 and rose in the 35 and over age group from 35 per cent to 49 per cent. For the same period, women wage earners in the under-20 age group decreased from 18.6 per cent to 15.1 per cent which can be attributed, in part, to the emphasis being placed on young people remaining at school to complete their education.

Although in 1963-64 more women were working or seeking employment, 32,756 fewer than in the previous year made application through NES. However, 28.2 per cent of all applicants using NES were women as compared to 27.4 per cent in 1962-63.

Vacancies for women listed by employers with the local offices decreased by 37,200. Nevertheless, as in the previous year, of all jobs notified more than one-third were women.

National Employment Offices placed 382,195 women during the year but, in line with the general decrease in applicants and vacancies, this was 56,300 fewer than in 1962-63. However, women's placements continued to be approximately one-third of all placements made.

Most of the women who found work through NES obtained jobs of a continuing nature but 90,000 or 23.5 per cent were placed in employment defined as "casual", that is, of six days or less duration. As in recent years, most jobs of this type were as post office helpers to handle the Christmas mail, salesclerks for special sales, helpers at fairs, exhibitions and winter carnivals, day workers in private homes, fruit pickers, field workers in vegetable growing areas, and food processors.

In spite of their general reluctance or inability to move from one area to another in order to obtain work, 12,753 or 3.3 per cent of women's placements were through clearance. In line with the decrease in total placements, this was 2,599 fewer than in the previous year.

On the whole, the employment picture for women was good throughout the year. Many vacancies were difficult to fill because they called for specific educational background, training, or experience not possessed by available applicants.

The demand continued to be heavy throughout the year for women to fill positions in the health field, in particular for nurses, dietitians, and occupational and physical therapists. Some of the need for nurses was met by the United Kingdom

office of the NES in London, England, which arranged for 660 nurses to take pre-arranged employment in Canada. Requests for professional librarians, social workers, and, in some areas, high school teachers, were also greatly in excess of the qualified women available.

In office occupations, there was a continuing shortage of competent stenographers, especially those with bilingual qualifications to work in both English and French. The supply of efficient typists, particularly those with experience or willing to be trained in the use of transcribing machines, was generally inadequate to meet the demand in the larger centres. Also, there was a seasonal shortage of some types of business machine operators. This is a rapidly expanding field of employment, the number of office appliance operators having increased from approximately 1,200 to 22,000 in the last decade. Except for a shortage of experienced bank tellers, the supply of other types of office workers was generally adequate.

Openings in the retail field, in spite of the increasing numbers of self-service stores, were readily available for women with experience in selling the better lines of ladies' ready to wear, millinery, drygoods, cosmetics, and drugs.

The demand continued in all regions for licensed practical nurses to work in general hospitals, rehabilitation centres, and institutions caring for the elderly and the chronically ill. Women to prepare and serve food were required in large numbers by hospitals, hotels, restaurants, and cafeterias. Laundries and dry cleaning establishments also employed many women workers in a variety of occupations. Jobs in the service industries often permit women to work part-time or seasonally which suits numbers of housewives and students.

The shortage of household workers to "live-in" in the employer's home was generally acute. Some of these requirements were met by the placement of 250 household service workers from the West Indies, 30 from British Guiana, and 208 from Greece.

Applicants for employment in the goods-producing industries were usually in excess of the demand; however, seasonal shortages of power sewing machine operators occurred in the garment manufacturing centres. To meet this shortage, a number of employers gave on-the-job training to suitable applicants.

Because of the increasing emphasis on education and training, unemployed women continued to take advantage of academic upgrading and vocational training courses. Approximately 10,800 or 29 per cent, as compared to 25 per cent the previous year, of all those directed or referred to such training were women. Most of those enrolled for vocational training followed courses for stenographers, typists, salesclerks, waitresses, hairdressers, or nursing assistants.

During the year, a revised copy of "The Nursing Profession in Canada" was prepared in both French and English and there was a constant demand for the leaflet.

The women of the staff of the National Employment Offices at all levels—local, regional and national—were active in promoting the work of the National Employment Service. They did so by acting as consultants or speakers or serving on panels at meetings of interested groups, through radio and television interviews, and through membership in women's and community organizations.

MISCELLANEOUS SERVICES

Winter Employment Campaign—The Federal Government's Employment and Manpower Development Program, which was announced in the House of Commons on June 10, 1963, stressed the need to create more employment opportunities,

particularly during the winter months. The introduction of the Winter House Building Incentive Program, changes in the Municipal Winter Works Incentive Program and provision for supplementary Federal Government winter construction were features of this program. Development of the many other sources of winter employment in the construction, manufacturing, service, and trade industries was carried out by NES staff and committees of public spirited citizens through conduct of Winter Employment Campaigns in approximately 200 communities across the country.

The Winter Employment Campaign Working Committee, composed of representatives of the Department of Labour and the National Employment Service, arranged for the schedule of national advertising and the production of promotional material which was distributed through local offices. National advertising in 509 newspapers amounted to 62,589 column inches; radio broadcast time totalled 1,862 minutes and 5,227 spot announcements; and television coverage was 898 minutes and 1,325 spot announcements. Advertising of about equal volume, which publicized the Winter House Building Incentive Program during the months of October and November was also beneficial to the Winter Employment Campaign. During September and October, 1963, the following quantities of publicity material in English and French were distributed to local offices: Posters—125,000, streamers—120,000, envelope stuffers—1,200,000, pamphlets—1,210,000, stickers—1,300,000 and place mats—680,000.

Head office and regional offices gave guidance to local offices and to Winter Employment Committees which were active in 161 local office areas. Service clubs and other community groups participated more actively in the campaign during the past year. Their support enhanced the community aspect of the campaign and provided additional personnel to develop and carry out the many promotional projects which were undertaken to supplement the national publicity program.

Sponsored publicity in newspapers amounted to 179,942 column inches of advertising and 54,064 column inches of editorial and other news coverage. Sponsored and public service time on radio was 6,839 minutes and 28,127 spot announcements. Television publicity totalled 4,141 minutes and 5,772 spot announcements.

During January, approximately 3,000,000 promotional pamphlets containing a message from the Minister of Labour were distributed to householders across Canada through the facilities of the Post Office Department.

In co-operation with Central Mortgage and Housing Corporation, a series of 12 one-minute radio spot announcements concerning National Housing Administration Home Improvement Loans were produced in English and French and were distributed by the Canadian Association of Broadcasters to member radio stations. Chartered banks also added their support by publicizing the availability of these home improvement loans.

Additional postage meter ad plates were purchased and distributed to public utility organizations and certain private firms with large volumes of outgoing mail.

Local offices in areas where employment conditions were quite favourable reported that, in some instances, difficulty was experienced by householders in securing the services of contractors and skilled tradesmen. Details of activities in many communities across Canada are recorded in the regional sections of this report and describe measures taken locally to stimulate employment.

Municipal Winter Works Incentive Program—A total of 8,044 projects were approved, including 985 which terminated the 1962-63 program and 7,059 for the program from November 1, 1963, to March 31, 1964.

Upon being informed of the projects to be undertaken in their respective areas, local offices were able to arrange, in co-operation with the municipalities and contractors concerned, for the placement of 77,009 unemployed persons.

Clearance—The circulation of employers' orders and workers' applications among local offices, either in selected areas or throughout Canada and to the London, England, office, is known as clearance of such orders and applications. It not only makes possible organized movements of persons from one area to employment in another area but also greatly facilitates the general geographic mobility of workers.

In the 1963-64 fiscal year, 10,691 new orders and 1,466 new applications were circulated to selected offices throughout Canada and 8,931 orders and 1,040 applications were renewed or extended. In addition, there were 2,499 new and renewed orders in circulation to the London, England, office. These operations resulted in 61,052 workers moving from one area to another in Canada and in 1,011 persons entering the country from the United Kingdom for employment arranged by the London, England, office.

The applications placed in clearance were nearly all from workers in the executive, professional, and managerial occupations.

Clearance also played a major role in placing graduates of universities and technical institutions in continuing employment and in arranging jobs for undergraduates during the vacation period.

Some of the more outstanding projects for which clearance was used to assist employers in obtaining needed workers included mining developments in the Northwest Territories, the Yukon Territory, northern Saskatchewan, Lynn Lake and Thompson, Manitoba, northern Ontario, Wabush Lake and Labrador City Labrador; the construction of various hydro electric power development projects; a concentrator project at Wabush Lake, Labrador; a magnetite plant at Benson Lake, British Columbia; a fertilizer plant at Kimberley, British Columbia; the maintenance and operation of the Churchill Range at Fort Churchill, Manitoba; and the organization and movement of farm workers within and between provinces.

National Employment Office, London, England—Clearance facilities are extended to the United Kingdom through an office in London, England, operated mainly to find professional and skilled workers for Canadian employers when such workers are not available in Canada.

During the year, 1,011 such workers were so recruited. They included chemists, engineers, laboratory technicians, nurses, radar technicians, radiologists, teachers, occupational therapists, physical therapists, X-ray technicians, draftsmen, machinists, and toolmakers.

Nurses made up the largest group and many Canadian hospitals accepted the selection of the staff of the London office without prior interview.

Some employers arranged for the London office to advertise on their behalf, to screen applicants responding to the advertising, and to arrange interviews with a company representative who visited the United Kingdom for that purpose. Others appointed a United Kingdom representative to interview them.

Transportation of Canadian Workers—Recoverable transportation costs advanced to 2,058 workers on behalf of Canadian employers totalled \$118,232.90. This service, as part of the policy to facilitate geographic mobility of Canadian workers, enabled the workers concerned to proceed to employment at considerable distances from their homes.

Areas designated as labour surplus areas by the Minister of Labour were: St. John's (Bell Island), Newfoundland; Port Colborne and Subdury, Ontario. A total of 44 workers, 359 dependants and household effects of 94 families were moved at government expense from these areas to various localities where employment was available and where these families could be re-established. The cost to the Federal Treasury for these moves was \$47,748.70.

In addition, the Federal-Provincial Farm Labour Program provided 1,224 fares for agricultural workers in Ontario and Prince Edward Island at a cost of \$14,676.20, shared equally by the Federal Government and the governments of the provinces concerned.

Immigration—New Canadians receive the same assistance at offices of the National Employment Service throughout Canada as do long-time residents. Those in the professions or with special trade skills are given information, if required about the steps to be taken to have their qualifications assessed in relation to the standards prevailing in the various provinces. Lack of facility in either the English or French language frequently makes it difficult for new arrivals to obtain employment in the vocational field for which they have training and experience. In such instances, efforts are made to obtain employment for them in occupations where language is of lesser consequence while they are becoming established.

While serving all immigrants, NES has a special responsibility for those who enter Canada under arrangements made by the governments of their countries of residence and the Government of Canada. Two such movements were carried on during 1963-64 and included the admission of 208 household service workers and four nurses' aides from Greece; 250 household service workers from the West Indies, and 30 household service workers from British Guiana. These young women helped to alleviate the acute shortage of household workers which has prevailed for many years. They were met on arrival by representatives of NES and placed with employers who had expressed a desire to engage their services.

EMPLOYMENT COMMITTEES

In dealing with certain employment matters, the Unemployment Insurance Commission received advice and assistance from the National Employment Committee, five regional employment committees, and 72 local employment committees. These committees were established under the provisions of the Unemployment Insurance Act to advise and assist the Commission in carrying out the functions of the employment service. The membership of the employment committees is made up of equal representation from labour and employer organizations, supplemented by members of organizations representing such groups as women, agriculture, veterans, welfare, and education.

National Employment Committee—The National Employment Committee met on four occasions during the fiscal year. The meetings were held at Ottawa in May and December, 1963, and at Edmonton in September, 1963, and Quebec City in March, 1964. Recommendations submitted to the Commission were related to: improvement and expansion of the National Employment Service; local office

interview procedures; the promotion of winter employment; the transfer of the National Employment Service to the Department of Labour; NES testing procedures; academic training for the unemployed; NES service to youth; NES service to applicants for part-time and casual employment; use of NES facilities by federal government departments; NES relationships with trade unions; the displaying of armed forces recruiting posters in NES offices; and the movement of workers at public expense.

Regional and Local Committees—In addition to providing advice and assistance to the regional directors on the operation of the employment service in the region, the regional committees submitted resolutions to the Commission pertaining to subjects of national importance.

Through their contacts with the public and with the managers of NES offices, local committees continued to develop and maintain an awareness of the employment problems in their respective communities and, as a result of such liaison, employers were encouraged to use NES facilities. Matters having an impact on local employment, and also those of regional and national interest, were discussed by local employment committees. Local committees in all regions were active in promoting winter employment and assisting local offices in conducting winter employment campaigns.

UNEMPLOYMENT INSURANCE

GENERAL

The work during the year with respect to unemployment insurance reflects mainly the general improvement in economic conditions. The labour force increased rapidly; during the year ending in March, 1964, it rose by 3.3 per cent as compared to an increase of 1.1 per cent during the previous 12 months. The growth of the insured population was less rapid. It increased by 1.2 per cent during the year under review.

The growth of the labour force was mainly due to an increase in the extent to which women participated in the labour force. During the year ending in March, 1964, the proportion of women of 14 years and over in the labour force rose from 28.2 per cent to 30.1 per cent, whereas the proportion of men in that age group in the labour force fell from 77.2 per cent to 76.6 per cent.

The improvement in Canada's economic circumstances can be seen in a decline in the number of unemployed workers from 549,000 at March 31, 1963, to 456,000 a year later. At its seasonal peak last winter (467,000 in February, 1964) unemployment was lower than it had been for seven years. It was, nevertheless, still well above the levels of the years before 1958. Further evidence of the decline in unemployment is the number of active claimants on the last day of each month, the total of which reached a peak of 607,144 in February, 1964; this figure represents a decrease of 113,317 from the peak month of the previous year.

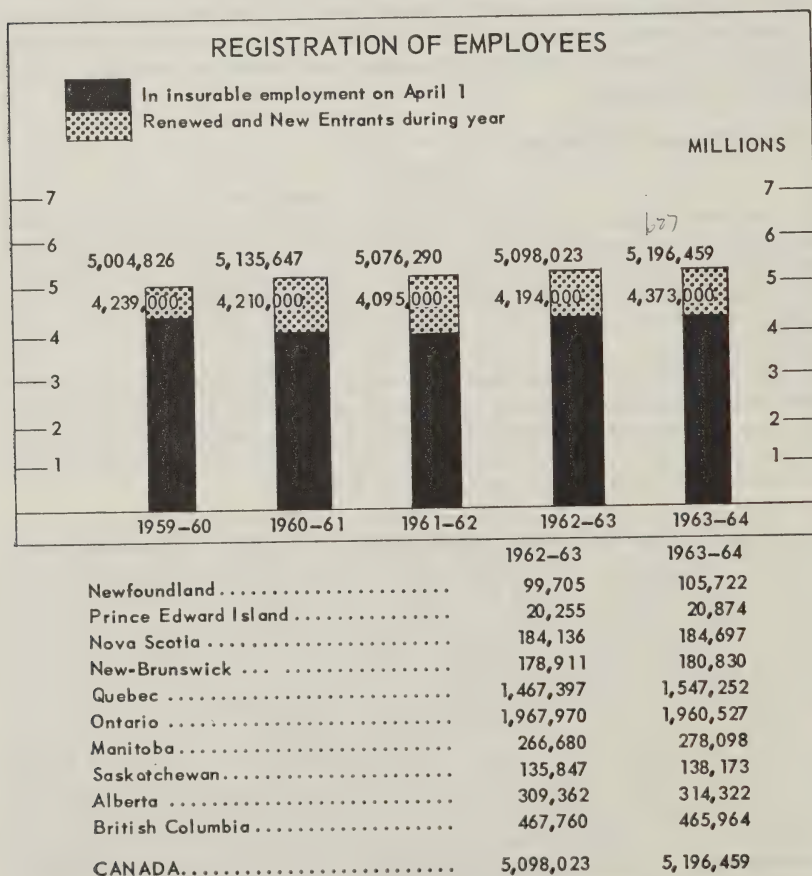
With fewer people out of work, benefit payments were lower. In the fiscal year ending March 31, 1964, ordinary benefit payments were 10 per cent less, and seasonal payments eight per cent less, than in the previous year. Ordinary benefit payments amounted to \$287,512,778, while seasonal benefits totalled \$78,141,940. Nevertheless, the Unemployment Insurance Fund continued to decline; and, although the rate of decline was less rapid than during the last few years, by March, 1964, the balance was a record low at \$874,881.

COVERAGE

The number of inquiries on coverage from the public which required the issuing of rulings by local and regional offices was 30,405 as compared to 33,043 in the previous year. Cases in which field offices requested guidance from head office numbered 1,759 as compared to 1,945 in the previous year.

There were 56 cases in which formal decisions were given by the Commission. Oral hearings were held in connection with eight of these. The number of new cases submitted for decision by the Commission was 51 as compared to 86 in the previous year.

The Umpire gave decisions in 14 cases in which appeals were made against the Commission's decision. Of these appeals, he allowed three and dismissed 10, and he directed the Commission to re-hear the remaining cases on the basis of new evidence submitted. New appeals received during the year numbered 12, and, in four cases, the Umpire held oral hearings.



Appeals to Commission and Umpire showed a trend towards more requests for oral hearings, more cases in which the appellants are represented by lawyers, and more appeals on points of law involving the interpretation of particular sections of the Unemployment Insurance Act or Regulations rather than on questions of fact. These tendencies have made it necessary to develop a more elaborate procedure for processing such cases.

When the Commission is asked to give a formal decision, the procedure includes preparing a statement of facts and contentions based on the material received by the Commission, copies of which are sent to the interested parties, with a quotation of the section of the Act or Regulations involved; this permits them to confirm or amplify the facts and to submit representations. Similarly, when an oral hearing is held by some person designated for this purpose by the Commission, the parties are sent copies of the transcript of the evidence given at the hearing; thus, they are enabled to correct any errors of fact before the material is submitted for consideration by the Commission. Selected decisions of the Commission and Umpire are made available at local offices for reference as precedents.

New problems involving the determination of insurability continued to arise as a result of changes in techniques and organization in some occupations. In agriculture, for example, the development of larger units and of specialized operations, such as crop spraying from the air, raised new questions for those who have to determine whether the nature of the employment in which an individual is engaged is such as to make him insurable or non-insurable. Similarly, new problems have been created by the proliferation of organizations providing such services as office help, domestic help or bookkeeping services, where the organization pays the employees and bills the client. In these cases it was often difficult to determine where to draw the line between an employment agency and an agency that contracts to supply services, for the purpose of deciding who is the employer responsible for payment of contributions. The growth of union agreements and labour legislation was another contributory factor, since these developments sometimes cut across the unemployment insurance lines of demarcation with respect to such matters as insurability and earnings and who is the employer.

Some of these problems could be alleviated by getting amendments to the legislation, but it has not been practicable to embark on these while the recommendations of the Gill Committee are still under consideration by the Government.

CONTRIBUTIONS

Revenue from contributions paid by employers, employees and the Government once again increased over the previous year. The total contributions paid amounted to \$355,902,875, an increase of \$12,186,777 or about 3.5 per cent over the previous year. While this increase is due in part to the natural increase in the number of insured workers, it also reflects the general improvement in economic conditions.

The accompanying chart entitled "Registration of Employees" gives a graphical illustration of the estimated number of employees in insurable employment each year since 1959. While the number of registrants has remained fairly constant over the past few years, it should be noted that during the fiscal year 1963-64 there was an increase to 5,196,459, (approximately 1.2 per cent) over the previous year.

There were 338,379 employers registered with the Commission on March 31, 1964, an increase of 954 over the previous year. During the year under review, the Commission continued its policy of permitting, and even encouraging, reliable

employers, with at least 20 insurable workers, to make contributions by means of the bulk payment method. The number of employers contributing under this method at March 31, 1964, was 11,829, an increase of eight per cent over the previous year. Since the Commission adopted this policy, the number of employers contributing under the bulk method has steadily increased and most large employers now contribute by this method. It is interesting to note that, although these employers represent only three and one-half per cent of the employers having insurable employees, their insured employees represent approximately 58 per cent of the insured population.

EMPLOYERS USING BULK PAYMENT METHOD OF CONTRIBUTIONS

	1960-61	1961-62	1962-63	1963-64
Permits granted.....	1,301	1,444	1,369	1,225
Subsidiaries included.....	217	210	237	229
Cancellations.....	407	416	439	428
Permits in force at March 31.....	9,074	10,102	11,032	11,829
Increase.....	11%	11%	9%	8%

A master index of Canada's insured population containing about 7,500,000 registrations is maintained by the head office of the Commission. The number of inquiries received by this index increased from a total of 307,567 in 1962-63 to 440,708 in 1963-64. Inquiries from other government departments decreased by 981 to 14,684.

There was a total of 1,503,203 claims computed or re-computed during the fiscal year under review; this total represents a decrease of 152,058, or 10.1 per cent, from the year previous.

The Commission's post-audit program, whereby a portion of terminated claims for benefit are audited to determine whether claimants have correctly declared earning while drawing benefit, was again undertaken. However, for the year under review the program was expanded to provide for a post audit of every claim which terminated and which was immediately followed by a subsequent claim. The expanded program resulted in 637,608 claims being subjected to an audit, an increase of 217,411 over the previous year.

The results of the post-audit for the year under review revealed that, although 25,390 claimants had made some form of misrepresentation with regard to earnings or unemployed status when collecting benefits, this number was a decrease of 3,518 from the previous year's total. There is an indication, therefore, that the post-audit program is providing a deterrent to claimants attempting to make misrepresentations when drawing benefit. Overpayments amounting to \$665,467 were established, and this amount is greater by \$28,678 than the total of the overpayments established the previous year. In addition to the overpayments established, disqualifications reducing future entitlements to benefit, as provided by the Unemployment Insurance Act, were imposed on 21,042 claimants. Prosecution was undertaken in 344 cases.

At March 31, 1964, there were still a number of cases pending investigation; thus, the number of claimants who made misrepresentation, the total of the overpayments established, the number of disqualifications imposed, and the number of prosecutions undertaken will all probably show a further increase before the 1963-64 post-audit figures are final.

Once again, the post-audit program proved its worth and importance in the administration of the Unemployment Insurance Act.

Registration for Social Insurance Numbers—As stated previously, the Commission keeps a register of all insured persons. Each person is assigned an individual number so that appropriate records may be maintained with accuracy. However, with the growth in the labour force, it became evident some time ago the unemployment insurance numbers in one or more regions would run out before too long, and that the applications for these numbers on file at the Master Index were no longer adequate for the positive identification of the insured population. With the increased use of electronic data processing equipment for Government record-keeping, the registration system for unemployment insurance numbers has become obsolete; in particular, the present insurance number is not suitable for use in electronic data processing.

These problems were under consideration by the Commission when a pension plan for Canada was proposed. It was clear that a numbering system would be required for that plan in order to identify the contributions for proper allocation to the individual and to identify the contributor at the time the benefit would mature. It was also obvious that two systems of numbering were entirely impractical since approximately four and one-half million employees would come under both plans. In other words, about 80 per cent of the employees coming under the proposed pension plan are already insured under the Unemployment Insurance Act and, consequently, have unemployment insurance numbers—many of them since the inception of unemployment insurance some 23 years ago.

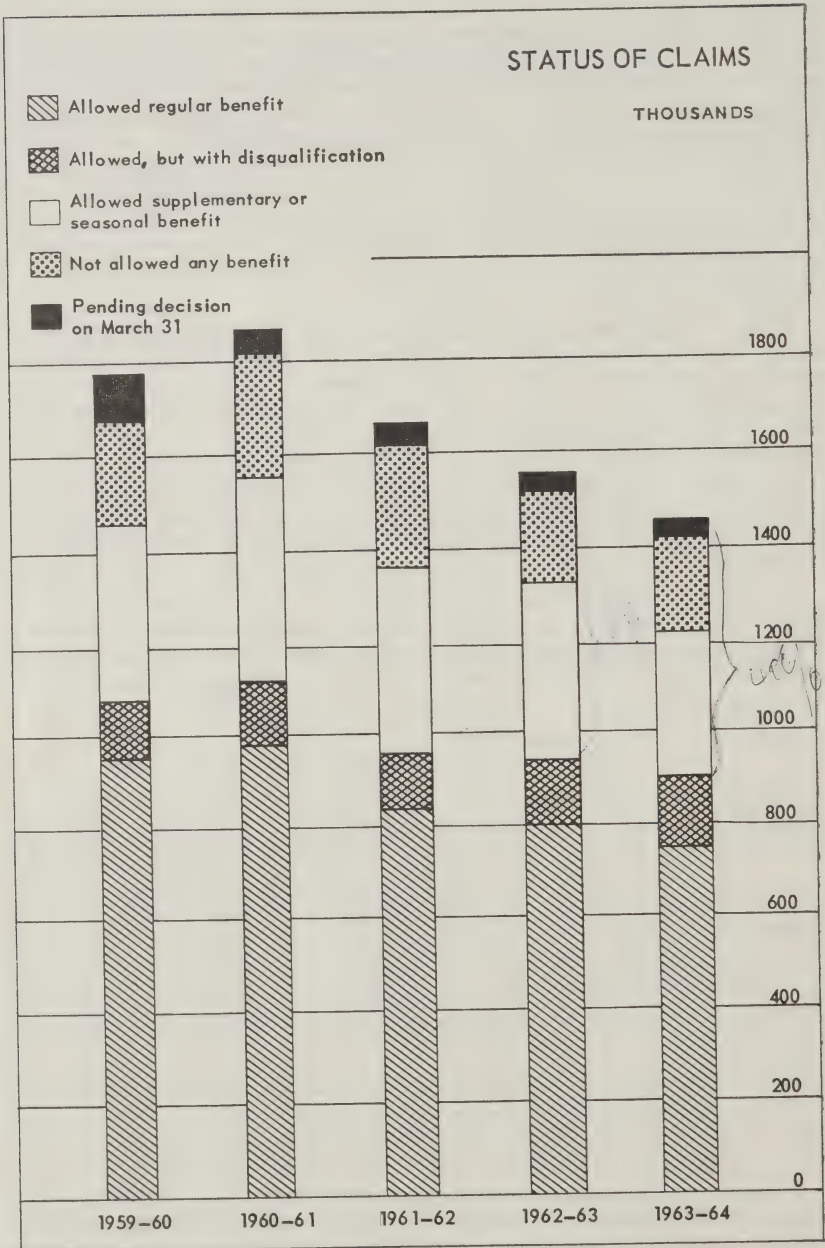
Some idea of the magnitude of the task may be gained from the fact that some 6,500,000 persons have to be registered within a period of 13 weeks. However, contracts made, in connection with the registration, with employees and their organizations and employers and their organizations to this point indicate a spirit of co-operation that is most commendable.

CLAIMS OPERATIONS

The year under review was the third consecutive year in which there was a decrease in the number of individual payments made, in the amount of benefit paid, and in the number of claims processed. During the year, significant changes were made in the system for payment of unemployment insurance benefits. A number of changes were made to the procedures relating to the cash payment of benefit by offices which do not operate under a mechanized payment system. Mechanized payment was extended, on a limited scale, to the Ontario region with the installation of mechanical equipment in one of the Toronto zone offices. In the Prairie region, and at the St. John's, Newfoundland, local office, further refinements were made in the mechanized system.

Local offices of the Commission made 9,975,546 individual payments to claimants, a decrease of 17.3 per cent from the previous year; of these, 5,527,755 were made by cash and 4,447,791 by warrant. The total value of payments was \$365,654,718 as compared to \$403,191,171.19 for the year previous.

There were 1,381,735 initial claims processed, a decrease of 120,288, or eight per cent from the previous year. Regular benefit was established for 895,461 claims, representing 64.8 per cent of the total initial claims processed; this was comparable to the percentage of 64.4 for the previous year. Entitlement to seasonal benefit was established for 340,395 claims, or 24.6 per cent of the total claims processed,



as compared to last year's figures of 374,691, or 25 per cent. The remaining 10.6 per cent, or 145,879 claims, were those from persons who failed to qualify for any type of benefit.

Changes in the payment procedure in offices not operating under a mechanized system stemmed largely from revisions made to the forms used in the payment function. One of the changes resulted from combining into one form the report completed by a reporting claimant as his declaration, and the cash vouchers used to effect and record payment. Several other significant changes were made in connection with the manner in which payments are recorded. These changes were introduced to minimize the procedural differences which formerly existed between mechanized and non-mechanized offices; minimizing these differences between the procedures would facilitate the conversion of a non-mechanized office to a mechanized system when further extensions to the mechanized system are made.

The procedure, which was introduced on an experimental basis in certain local offices in 1962, whereby local offices requisitioned from a designated district treasury officer Receiver General cheques in the amount of estimated requirements for each day's cash payments, was extended to all offices. The experiment revealed that its main purpose, which was to eliminate the retention of large sums of money in non-interest-bearing bank accounts, was achieved.

The payment of benefit by cash was eliminated in branch offices and branch office claimants, formerly paid by cash from funds obtained by means of a Receiver General cheque, are now paid by mail from the parent office.

The punch card unemployment register, the use of which was formerly restricted to Edmonton, Winnipeg and St. John's local offices, is now being used in all fully-mechanized offices. The use of this register makes possible the filing and matching of forms by machine; thus, time is saved in the maintenance of files and the accessibility of payment documents is improved. The use of the punch card allows, in most cases, the amount paid to a claimant to be posted by machine and a significant saving in the time required to make and record individual payments is obtained.

There was a reduction, during the year, in the number of machine centres in the Prairie region. Certain larger offices, designated as machine centres, are equipped with mechanical equipment to provide machine service for the office concerned and for certain nearby smaller offices assigned to them for servicing. In three of these larger offices, Brandon, Yorkton and Lethbridge, the mechanical equipment was removed and the machine function previously carried out in these offices, with respect to their own claimants and those of other offices to which they provided machine service, is now being performed by the Winnipeg, Regina and Calgary offices, respectively.

In accordance with the policy of the Commission to eliminate, as expeditiously as possible, the payment of benefit by cash to claimants reporting in person, payment by cash was discontinued in the Prairie region and at the St. John's, Newfoundland, local office. All claimants within that region and that local office area are now paid by mail. This system, originally tested in the Edmonton local office prior to its adoption throughout the Prairie region, provides that all claimants, including those who would normally report in person, are paid by mail every two weeks. The all-postal system of payment will be extended to all of the Commission's local offices on a staggered basis with the use of more advanced electronic data processing equipment.

The extension of payment by mail requires that more emphasis be placed on periodic interviews. These interviews, conducted to examine the claimant's entitlement to benefit more closely, were increased during the year under review, with the result that 125,400 interviews of this nature were conducted as opposed to 79,686 the previous year, an increase of 45,714, or 57.4 per cent.

ADJUDICATION

The downward trend in the number of claims filed which became evident in the previous year, continued. This resulted in a similar trend in the number of claims requiring adjudication. However, the proportion of claims on which questions of entitlement arose continued at a level slightly higher than during the previous fiscal year. This is, in part, due to continuing emphasis on the determination of eligibility. The result was an increase in the ratio of disqualifications to the number of claims in comparison to the previous fiscal year. The activity of boards of referees increased but there was a slight decline in the number of appeals to the Umpire.

The number of initial claims adjudicated, on which claimants fulfilled the contribution requirements in the first instance, was 1,197,421. Of this total, 1,039,781 (86.8 per cent) were allowed with no disqualification and disqualifications were imposed on the remaining 157,640. There was a decrease of 95,055 (74. per cent) in the total number of initial claims adjudicated in comparison to the previous fiscal year.

An additional 954,862 decisions were issued on renewal claims filed during the currency of a benefit period, on questions which arose on continuing claims, and on claims where the qualifying requirements were subsequently fulfilled. Of this number, 707,314 (74.1 per cent) were allowed with no disqualification and disqualification was imposed on 247,548 claims. A further 44,067 claimants were considered not entitled to such additional benefits as the dependency rate on a continuing claim. The total number of decisions on renewal and continuing claims decreased by 142,188 (12.5 per cent) in comparison to the previous fiscal year.

The total number of disqualifications imposed on claims on which entitlement had otherwise been established was 405,188, a decrease of 4,984 (1.2 per cent) in contrast to the previous fiscal year. The disqualifications were effective in varying periods—from the date the claim was made or during the life of the claim. The principal reasons for disqualification and the number of claims affected were as follows: 109,480 claimants were not available for work; 94,250 voluntarily left their employment without just cause; 51,113 failed to make their claims for benefit in the prescribed manner (including neglect to lodge insurance book); 36,330 were disqualified by reason of false statements or misrepresentation; 35,869 were disqualified because of the determination and allocation of earnings; 21,965 refused offers of suitable employment; 19,085 lost their employment due to misconduct; and 2,427 were disqualified for having lost their employment by reason of a stoppage of work attributable to a labour dispute. The remaining 34,939 disqualifications were imposed for such reasons as the claimant being not unemployed, not capable of work or had ceased work by reason of illness.

Compared to the number of disqualifications imposed in the previous fiscal year, there was a substantial decrease of 7,672 in disqualifications imposed for non-availability and of 2,385 for loss of employment by reason of a stoppage of work attributable to a labour dispute. On the other hand, disqualifications imposed on claimants who voluntarily left their employment without just cause increased by 3,170, and for loss of employment due to misconduct the increase was 1,583.

Applications to have claims antedated numbered 5,429, an increase of 156 over the previous fiscal year. Of these, 2,592 (47.7 per cent) were approved and 2,837 (52.3 per cent) disallowed. Applications for extension of the qualifying periods, for reasons such as the claimant having been self-employed, having worked in non-insurable employment, or being incapacitated for work, numbered 26,324. This was a decrease of 3,767 from the previous fiscal year. There were 18,995 (72.2 per cent) of these applications allowed.

Boards of referees considered 29,748 appeals made by claimants against decisions given by insurance officers. This was an increase of 1,490 over the previous fiscal year. The appeals were allowed in 4,032 (13.6 per cent) cases, and the insurance officers' decisions were upheld in the remainder. In addition, insurance officers referred four cases to boards of referees for decision; of these, three were allowed and a disqualification was imposed in the other case.

The Umpire disposed of 177 appeals, a decrease of 10 as compared to the previous fiscal year. Of the appeals decided, 153 were made by claimants and their associations, a decrease of 12; 24 appeals were made by insurance officers, an increase of two. The Umpire upheld the appeal of the claimant or his association in 47 cases, and that of the insurance officer in 20 cases. The remaining 110 appeals were dismissed.

RESEARCH

In 1962, the Report of the Gill Committee of Inquiry into the Unemployment Insurance Act recommended the need for adequate skilled staff at senior levels to carry out development and research. The Committee observed that "special research problems arising in connection with the problems of the Unemployment Insurance Commission should be dealt with by an adequate research staff attached to the Commission". In keeping with the recommendation of this report, a research division has now been established. The chief of the division took up his appointment in January, 1964, and is at present planning a research program and drawing up plans for the staff required to put the program into operation.

The division will be investigating a new field of inquiry. There has been virtually no research into unemployment insurance, and little is known about it. Yet, there is an urgent need for inquiry because of the many persons concerned. During the last 10 years, there have never been less than 180,000 people out of work and, at times, more than half a million. Initially, an examination has be to made of the use of statistics concerning the unemployment insurance operation. It is anticipated that studies can then begin in such areas as the characteristics of claimants, the duration of unemployment, the adequacy of benefit, the extent of unemployment insurance of younger workers, and the seasonal variations in unemployment insurance.

AGREEMENTS WITH OTHER COUNTRIES

Since 1942, a reciprocal arrangement has been in effect between the governments of Canada and the United States whereby insured persons in either country, who change their residence from one country to the other, could claim benefit from the country where they established benefit rights by filing an interstate claim. This arrangement provides not only that benefit rights are not lost by an insured person's removal from one country to the other, but that duplication of benefit payments for the same period of unemployment is avoided; benefits are not payable by one jurisdiction until the claimant has exhausted or terminated his benefit rights in the other jurisdiction.

Subscription to this arrangement is optional for any state of the United States. All but four states, Alabama, Iowa, Maine, and New Hampshire have subscribed. Negotiations with the State of Maine continued during the year. This is the state in which many Canadians are employed, chiefly in lumbering and logging and for whom the conclusion of a reciprocal agreement is most important. Unfortunately, however, the State of Maine has now intimated that it does not wish to enter into an agreement with Canada, principally on the grounds that the traffic would be practically all one way; i.e., residents of Canada who earn benefit rights in Maine would claim against that state without a compensating number of residents of Maine claiming against Canada. Every effort was expended by the Commission and the Government of Canada to obtain this agreement and, in view of Maine's intimation, the subject must be considered closed for the present at least.

Interstate claims filed against Canada during the fiscal year by Canadians who had moved to the United States numbered 2,971 as compared to 3,039 in the previous year. The number of claims filed in Canada against the United States was 3,992 as compared to 4,154 in the previous year. Appendix V shows the distribution of the interstate claims received by Canada and filed in Canada against states during the year.

An agreement has been in effect since January 1, 1960, between the governments of Canada and the United Kingdom, under which the Unemployment Insurance Commission co-operates with the British Ministry of Pensions and National Insurance in supplying, upon request, certain information regarding the employment history of persons formerly resident in the United Kingdom who have worked in Canada and, having subsequently returned to the United Kingdom, have made claims for unemployment benefit under the National Insurance scheme.

The National Insurance legislation of the United Kingdom provides that, under certain conditions, such a person is treated for unemployment benefit as if he had been resident in the United Kingdom for any period during which he was gainfully occupied in employment under a contract of service in Canada.

During the year, the Commission provided the United Kingdom Ministry with the histories in insurable employment in Canada for 470 persons.

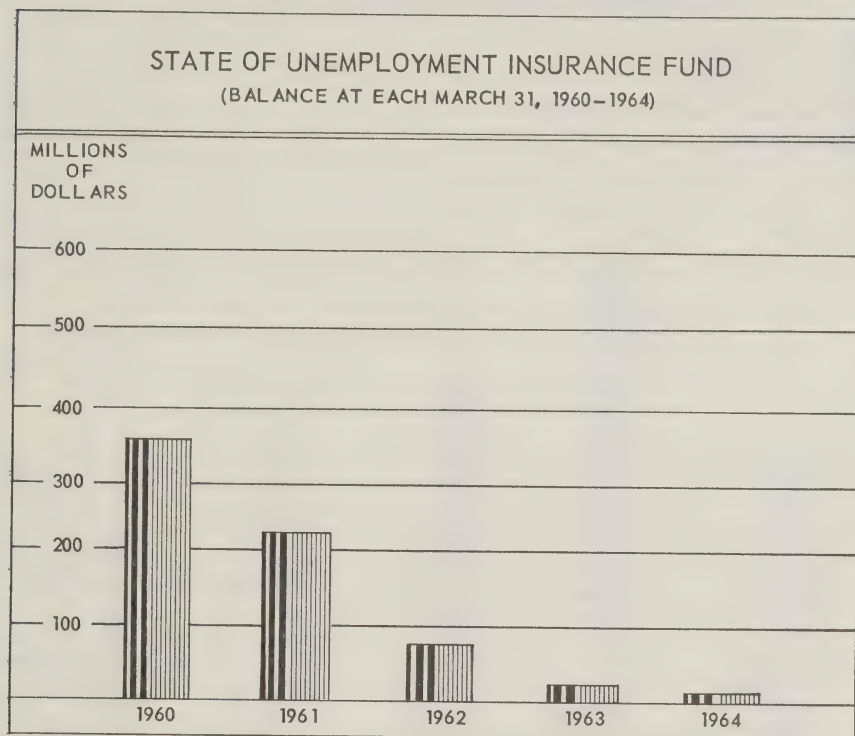
J UNEMPLOYMENT INSURANCE FUND

The balance in the Unemployment Insurance Fund at March 31, 1963, was \$9,692,828.25. With the exceptions of three months (August, January, and March) each month during the fiscal year 1963-64 showed an increase in revenue when compared to the corresponding month of the previous year; and, although there were these three exceptions, they were minor in extent. Contributions from employers, employees and the Government, coupled with penalties and interest from investments, provided a total revenue of \$357,074,667. This was an increase of \$10,788,720 over the revenue of the previous year. Of the total revenue, employer contributions amounted to \$148,292,865 (40 per cent), and Government contributions amounted to \$59,317,146 (16.6 per cent).

Total benefit payments amounted to \$365,654,718, a decrease of \$37,536,453 from the previous year. This decrease can be attributed, in part, to the general improvement in economic conditions. Except for the months of April and July, the amount of benefit paid each month was less than during the corresponding month in the previous fiscal year. For the five months January to May, inclusive, benefit payments exceeded revenue; although this experience was reversed for the other months of the fiscal year, the balance at the end of the year shows that

benefit exceeded revenue by \$8,817,948. This resulted in a balance of \$874,881 remaining in the Fund at March 31, 1964.

The accompanying chart compares annual revenues and expenditures.



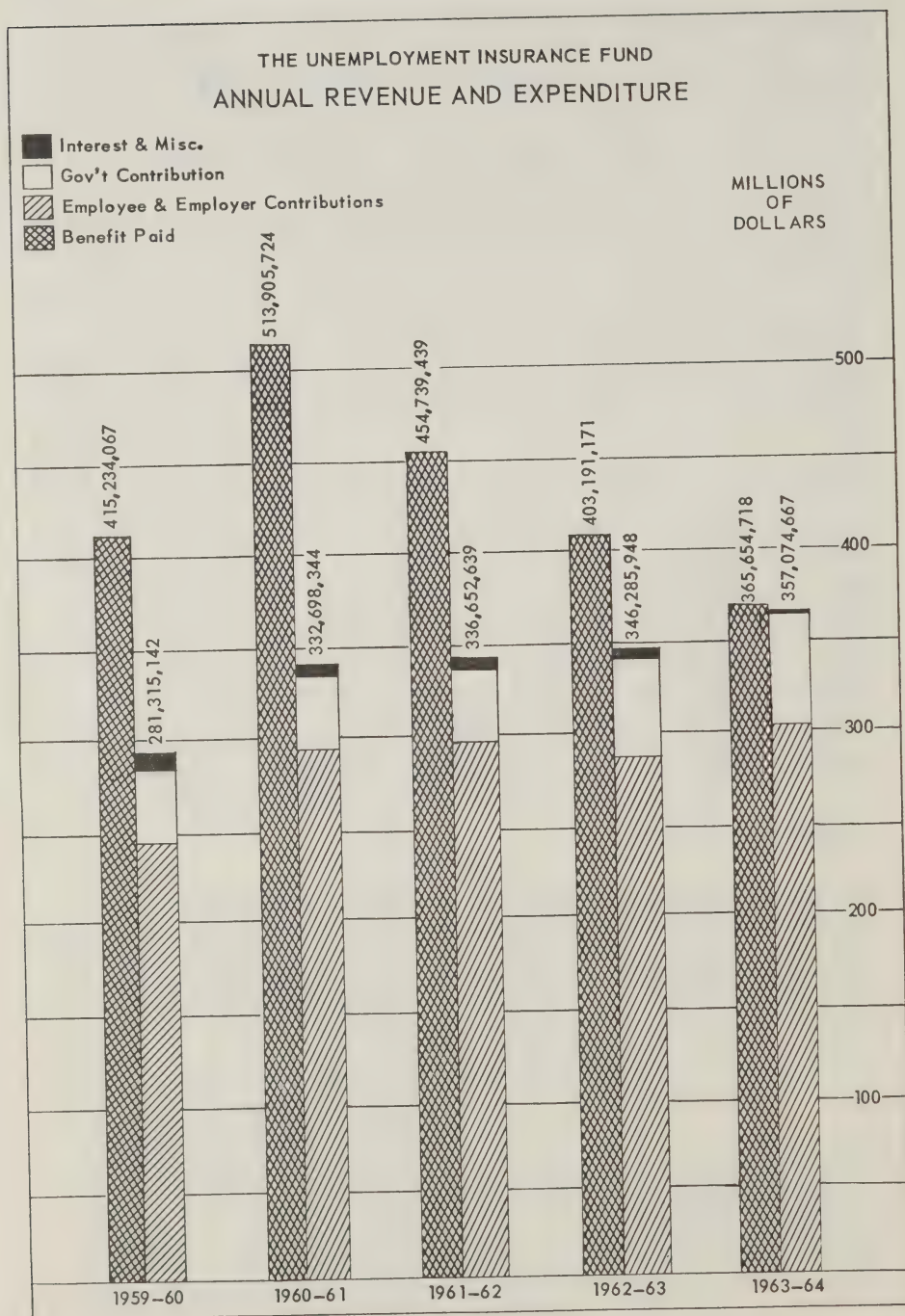
TECHNICAL SERVICES

INSPECTION

During the fiscal year under review, the inspection division continued its work of inspecting offices of the Commission. In addition to ascertaining whether these offices are correctly interpreting and following directives issued by head office, reviewing the internal operations, and evaluating the effectiveness of management, an assessment is made of the services provided the public.

LOCAL, BRANCH AND ZONE OFFICES INSPECTED DURING FISCAL YEAR 1963-64 BY REGIONS

	<i>Local Offices</i>	<i>Branch Offices</i>	<i>Total</i>
Atlantic Region.....	11	1	12
Quebec Region.....	12	—	12
Ontario Region.....	29	2	31
Prairie Region.....	8	2	10
Pacific Region.....	10	—	10
	70	5	75



GRADES OF LOCAL OFFICES INSPECTED

<i>Region</i>	<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>	<i>5</i>	<i>6</i>	<i>7</i>	<i>Branch Offices</i>	<i>Total</i>
Atlantic.....	—	4	5	2	—	—	—	1	12
Quebec.....	—	3	7	2	—	—	—	—	12
Ontario.....	2	5	11	7	2	2	—	2	31
Prairie.....	1	3	1	1	—	1	1	2	10
Pacific.....	—	—	8	1	—	1	—	—	10
	3	15	32	13	2	4	1	5	75

These inspections indicated a continued improvement in the over-all operation of the offices inspected.

INVESTIGATION—ENFORCEMENT

The primary responsibility of the investigation division is to ensure that the provisions of the Unemployment Insurance Act and Regulations are observed by persons claiming benefit. It is also responsible for cases involving employer infractions, including prosecutions when considered advisable. The investigation division is also concerned with the collection of amounts due by employers whose contributions to the Unemployment Insurance Fund are in arrears, and with the recovery of funds paid to claimants whose non-entitlement to such amounts has been established. It is frequently necessary to institute Exchequer Court and garnishment procedures to effect collection of these amounts where there is ability to pay and other collection procedures have failed.

During the past year, several new enforcement officers joined the division at various points across Canada to fill existing vacancies. Training conferences were held in three of the five regions across Canada to provide refresher instruction for enforcement officers and to explore new investigational techniques. Two of these conferences were held in the latter part of 1963 and one early in 1964.

The special group of investigators organized to conduct saturation checks completed 45,838 investigations during 1963-64. As a result, 34,205 of these investigations revealed possible irregularities which required further investigation.

The division, although under strength for most of the year, completed 137,616 investigations in 1963-64 which is a substantial increase over the number completed in the 1962-63 fiscal year when 113,204 investigations were completed.

The number of investigations of suspected false statements increased from 39,888 in 1962-63 to 42,899 in 1963-64.

There was a slight decrease in the number of detected punishable infractions in comparison to the previous fiscal year. This can be attributed to the fact that a number of the suspected false statements were minor in nature and did not warrant punitive action. In these minor cases, warning letters were sent to claimants, the number of these letters issued during the past year showing a notable increase.

UNEMPLOYMENT INSURANCE COMMISSION

Comparative figures for the past three years are shown in the following table:

	1961-62	1962-63	1963-64
Penalties imposed on claimants under Section 65 of the Act.....	22,650	20,367	19,655
Prosecutions undertaken (claimants).....	2,091	2,090	1,773
Prosecutions undertaken (employers)....	752	808	1,314

The following table shows the number and total amount of collections through garnishment and Exchequer Court proceedings, with comparative figures for the previous fiscal year.

	1962-63		1963-64	
	Number	Amount	Number	Amount
Employers: Garnishment.....	909	\$ 71,465.89	1,112	\$ 90,184.43
Exchequer Court.....	46	2,569.77	36	1,624.00
Claimants: Garnishment.....	2,707	121,196.97	3,121	194,199.33
Exchequer Court.....	77	7,653.23	123	7,458.38

In Appendix VII of this report a statistical summary of investigations completed by the division in 1963-64 is provided. Appendix VIII contains a summary of prosecutions undertaken during the same period against claimants and employers for various infractions of the Act and Regulations.

In addition to the legal action recorded in the latter appendix, there were six prosecutions instituted under the Criminal Code, all of which were successful.

AUDIT

The role of the audit division is to audit the books and records of registered employers to see that contributions required are made to the Fund and that each insured worker is credited with the proper contributions. Although, at the end of the year 338,719 employers were registered, employer turnover during the year meant that 400,673 employer files were subject to audit, a slight increase over the previous year. Working from 38 districts, where the audit files and clerical staff are located, an average staff of 335 field auditors made 211,681 audits, as compared to 213,078 for the previous year. Most of the auditors are stationed at the district centres although desk space is provided in 104 local offices for 127 resident auditors.

Deliberate evasion is encountered occasionally, but, in many cases, employers do not insist that new employees be prompt in presenting insurance books so that stamping soon falls behind. Also, financial difficulty is very often the reason why contributions are found in arrears.

An average of 27 vacant positions during the year and a total of 66 new, untrained auditors combined to hamper the auditors in their attempt to visit as many employers as possible. Experience has proved that the longer the interval between audits, the greater the incidence of delinquency and the greater the difficulty in collecting the arrears and assigning them to the proper worker account. Confusion and delay occur at time of claim if contributions are not kept up to date, and this is borne out by the fact that 35,044 investigations were made during the year, mostly as a result of complaints from workers that employers had not

given them a properly-stamped contribution record at time of separation. There were also some investigations requested by local offices who required assistance in establishing the *bona fides* of questionable contributions discovered in insurance books when claims were being filed.

Each district office makes a monthly analysis of stamp requisitions by employers in their areas, and, during the year, 320,623 letters were sent to employers whose purchases seemed to be falling behind. In most cases, a satisfactory reply was received and, generally, employers appreciated this attempt to avoid special interim visits.

Of the 211, 681 audits done, 63,358 or 29.9 per cent resulted in overdue contributions being established; in 18,389 cases, the employer was delinquent for the second successive occasion so that a 10 per cent penalty was added. The overdue contributions and penalty established during the year amounted to \$3,250,691.99 and \$121,611.35, and, at the end of the year, the outstanding balances were \$715,162.14 and \$32,360.94 respectively. Of the amount outstanding, 56.6 per cent related to bankruptcies as compared to 53.5 per cent at the end of the previous year.

To keep collection costs to a minimum, auditors attempt to collect while still on the employer's premises. If unsuccessful, the district auditor continues collection effort and, finally, regional permission is sought to invoke Exchequer Court action or Demands on Third Parties.

Auditors continued to reconcile remittances of selected bulk payers against their contributions requirements; in only a few cases was it found necessary to make any adjustments.

Auditors also continued to perform local office verifications of cash balances used for the payment of benefit, and, during the year, 305 such verifications were made. As well, the auditors made 1,312 appearances in court as informants against employers who were charged with various offences such as failure to maintain adequate records, failure to deliver contribution records to local offices or to separating employees, failure to produce records for audit, and similar types of non-compliance. The number of prosecution cases in which auditors appeared increased by more than 50 per cent over the previous year.

At the request of the insurance branch, the auditors distributed an informative brochure to employers that enlisted their aid in providing prompt and accurate information when ex-employees have filed claims for benefit.

STANDARDS AND METHODS

During the period under review, most of the positions on the establishment of the standards and methods division were filled by competition.

The work measurement section received reports on operations in the Quebec region for employment and insurance for the full year. Information obtained provided means of assessing production.

The work measurement system was implemented for insurance operations in the Ontario region in December, 1963, the Pacific region in February, 1964, and the Atlantic region in March, 1964.

Time standards were ascertained for punched card operations in the Prairie region during this period and it is anticipated that the reporting system will be installed there in the autumn of 1964.

Surveys that were completed were as follows: personnel evaluation program; typing and transcribing; central index of employees; employer's index; duplicating facilities at head office; communications; and, study of tape recording facilities.

A start was made on a survey of the entire administrative services division. This involves a survey of procedures and preparing a manual of instruction.

Officers of the division participated in the employee registration project. They assisted in planning, developing and implementing the program.

A forms management and control program was established and is being maintained in the division. Standards and methods officers have assisted in planning a payment system whereby claimants will be paid benefits by mail from central points at regional headquarters.

Employees of the Commission continued to use the Suggestion Award Plan to bring forward their ideas for improving the Commission's operations. Eight hundred and ninety-six suggestions were received during the year. This is a participation rate of 10.5 per one hundred employees. Ninety-one suggestions were adopted and awards granted and an additional 39 have been adopted and are awaiting implementation.

ADMINISTRATION

LEGAL

The Legal Adviser's office dealt with some 1,160 cases and questions, of which 50 were referred to the Department of Justice for an opinion or attention.

Solicitors considered the effect of 196 benefit appeal decisions and reviewed a further 199 benefit appeal decisions for purposes of publication. They also acted as counsel for the Commission at 45 oral hearings before the Umpire. Nineteen recommendations for appeals by insurance officers from decisions of boards of referees were reviewed.

Two amendments to the Regulations were drafted. One involved the addition of a subsection to Regulation 146 and was enacted for the purpose of clarifying the effect of a claimant's failure to lodge his contribution records at a local office when making an initial or renewal claim. The other involved the revision of Section 80 to provide authority for the registration and issuance of a Social Insurance Number to insured personnel. In the revised Regulation, the duties and responsibilities of both employers and employees with respect to such registration and the application for a number were set forth in detail. Amendments to other Regulations were made necessary by this revision.

Unusual litigation in which the Commission was involved included an application for a Writ of Certiorari challenging the jurisdiction of a board of referees, and a Writ of Prohibition to prohibit the Commission from making any decision under Section 30 of the Act. Both of these writs were initiated in Vancouver courts. The Writ of Certiorari was withdrawn and the Writ of Prohibition was resolved in favour of the Commission.

Research was continued on the form and desirability for the publication of a digest of Umpire's cases for public use. As a result of this research and consultations with the insurance branch, it was decided that a revised form of the Guide to Adjudication which is used by insurance officers and other staff of the UIC would serve the purpose very adequately. The Commission has therefore decided to revise the Guide and make it available to the public.

PUBLIC RELATIONS

In September, 1963, local National Employment Offices began arranging tele-casting on a public service basis of a monthly series of promotional film clips. Of one minute duration, these were produced by head office in collaboration with the National Film Board. Under the general title of "Employment Facts", the clips were descriptive of the various NES services available to the public.

This series resulted, during the last seven months of the fiscal year, in a total of 3,466 minutes of television time. The series was carried on an average of 54 stations of the 70 available. Towards the end of the fiscal year, arrangements were being completed to also televise the NES clips on both the French and English networks of the CBC.

Local offices continued to expand their "Job Opportunities" programming on a public service basis with television stations across the country. At the end of the fiscal year, 32 National Employment Offices were conducting regularly-scheduled programs over 35 stations. In addition, NES personnel arranged numerous intermittent programs and participated in panel discussions.

A high standard of exposure of head office promotional tapes was maintained on a public service basis with radio stations across the country. Out of 235 available radio stations, 195 on average used the tapes regularly, each fortnightly tape being aired some 325 times. This did not include two special programs consisting of "flashes" on the "Stay in School" theme, which were broadcast by more than 200 stations on each occasion, for a total of 10,827 flashes, conservatively valued at \$90,000 in free air time.

Lively public reaction to the broadcasts was apparent from the numbers of calls and visits to local offices by students, parents, teachers and counsellors. Many offices reported withdrawal of applications for employment by young people influenced by the NES radio broadcasts into going back to school to complete their education. In one instance, the local radio station announcer handling the broadcast left his job to return to school as a direct result of the taped publicity.

There was strong demand from educational institutions and authorities in many parts of the country for loan of NES tapes to be replayed in schools and at PTA meetings, while local newspapers continued to help promote NES operations by reprinting scripts on all topics in both their news and their editorial columns. There was also the beginning of a trend to using the scripts on live TV programming.

At the end of the fiscal year, 121 local offices were conducting regularly-scheduled "Job Opportunities" programs over 136 radio stations. Of these, 58 were on a daily basis, and the balance either weekly, bi-weekly or tri-weekly. Formats varied from one to 15 minutes, with the daily programs usually being of the shorter variety.

Local offices maintained extensive public relations activities through membership in, and participation with, service clubs and a variety of other community organizations. These included such important local interests as the John Howard Society, local Councils of Women, adult retraining centres, Elizabeth Fry Society, public and private personnel associations, local industrial commissions, social planning committees, educational authorities, rehabilitation centres, provincial institutes of trades, union groups, and groups concerned with the older worker problem.

There was greatly increased activity by local offices in speaking to students on the "Stay in School" theme and this was reflected in the number of speeches given

and audience reached. Local offices reported giving 1,736 addresses to a total audience of 160,498. In addition, head office and regional office personnel filled many speaking engagements across the country.

Exhibits were conducted by local offices at some 45 conventions, conferences and fairs. The growing use of the Commission's travelling exhibits necessitated additional units and these were under construction at the end of the fiscal year.

In newspaper publicity, local offices arranged for publication of regular NES columns in 25 newspapers. There was also a steady flow of publicity on appointments, promotions and statistics, and on feature stories based on the various NES services. A total of 5,701 clippings was received and circulated at head office.

ESTABLISHMENT AND ORGANIZATION

During the year, 362 new positions were established to meet immediate requirements to strengthen the National Employment Service.

In view of the continuation of the general restrictions on recruiting, the annual establishment review for 1964-65 was confined to consideration of organizational changes and reclassifications which could be accommodated within the existing establishment. Provision was made for 217 upward reclassifications and 102 downward and nominal reclassifications.

The establishment and organization division carried out a number of classification and organization studies to implement provisions made in estimates, and to maintain and develop the Commission's staffing and classification program, particularly in relation to the requirements of mechanized pay operations.

Several organization and classification standards were established. The most comprehensive involved standards for supporting staff in district audit offices, and for mechanized pay operations in local offices at Winnipeg, Edmonton, Calgary, Saskatoon, Regina, Port Arthur, and St. John's, Newfoundland.

There were 9,041 regular employees on strength on March 31, 1964, as compared to 8,726 employees on March 31, 1963. In addition, there were 1,646 casual employees on strength on March 31, 1964, as compared to 1,432 on March 31, 1963. During the peak period in 1963-64, there were 1,755 casual employees on strength as compared to 1,899 in 1962-63. These employees are engaged mainly to assist in the additional seasonal workload of claims for unemployment insurance benefit.

The distribution of staff at the end of the 1963-64 fiscal year was:

	<i>Regular</i>	<i>Casual</i>
Head Office.....	399	10
Atlantic Region.....	918	288
Quebec Region.....	2,557	530
Ontario Region.....	2,881	494
Paririe Region.....	1,273	212
Pacific Region.....	1,013	112

Staff turnover increased from the previous year. Figures for the last three years are: 1961-62, 12.55 per cent; 1962-63, 8.77 per cent; and 1963-64, 9.87 per cent.

STAFF DEVELOPMENT

Preliminary research undertaken the previous year in the area of personnel inventory was intensified with the purpose of better integrating certain major functions, such as selection, promotion, training, and job rotation, and of developing a methodical program of staff development.

This program involves the implementation of personnel policies and practices, the determination of training and staff development needs, and the establishment of a realistic basis for planning a long range program of staff assignments to ensure that future manpower needs of the Commission are met.

Meetings were held in relation to the above with officers of the Civil Service Commission, Treasury Board, head office and regional offices and advice sought from outside organizations actively engaged in personnel and management development.

This program was launched in mid-April, 1964, with the introduction of an employee questionnaire to obtain up-to-date data on education, work experience, skills, capabilities, and interests of each employee.

Two main phases are contemplated—the tabulation and analysis of questionnaires and follow-up in the field through compelling interviews. In this respect, with the assistance of the Civil Service Commission, steps were taken to recruit a personnel research officer whose primary responsibilities will be to analyse the information gathered, to conduct research, and to provide guidance in the field of counselling.

Plans have been made with the standards and methods division for the transfer of data to punch cards. Planned individual interviews will then follow and, as a result of these interviews and of the mechanical analysis of the data, staff training and staff development programs to meet the needs of the organization will be determined jointly with regional committees.

The following table shows the number of closed competitions conducted and appeals cleared during 1963:

CLOSED COMPETITIONS CONDUCTED AND APPEALS CLEARED—1963

<i>Region</i>	<i>No. Comps.</i>	<i>No. Appeals</i>	<i>Appeals Dis- allowed</i>	<i>Appeals Upheld</i>	<i>Re- Exams Ordered</i>	<i>Deci- sion Revised</i>	<i>Appeals With- drawn</i>
Atlantic.....	86	10	9	—	—	—	1
Quebec.....	196	7	5	1	1	—	1
Ontario.....	327	18	13	2	2	—	3
Prairie.....	142	3	2	—	—	—	1
Pacific.....	90	4	3	1	1	—	—
Head Office.....	49	10	8	1	1	1	1
	890	52	40	5	5	1	7
Appeals against Disciplinary Action.....		10	5	3	—	—	2
Total.....	890	62	45	8	5	1	9

STAFF TRAINING

During the 1963-64 fiscal year, activity continued in the Commission's executive training program with a total of 582 managers and supervisors engaged in the home study part of the program. Of this total, 93 were new registrations. A course in the art of decision making was added to the program and introduced in all regions. This is specialized training for managers and supervisors.

The career course—general, a correspondence course designed to give employees a general knowledge of the Commission's policies and operations, continued to attract candidates, and 389 employees completed the course during the year and passed the final examination. This course is also used as phase II of the induction and development training program for new employees, 25 of whom successfully passed their final examination.

Career courses for employees who wish to prepare for work as insurance officers resulted in 153 employees passing the final examination in the limited authority course and 69 in the full authority. Both courses are continuing.

A correspondence course in the theory of office management was again made available to employees, and 280 candidates were enrolled. On completion of the course, they qualify to write a final examination. The Civil Service Commission presents certificates to successful candidates. In May, 1963, 172 employees received certificates.

Four new training topics were developed during the year and added to the Commission's work training program; a four-unit topic for the training of all employees on the Suggestion Award Plan; a seven-unit topic for the training of insurance personnel in special interviewing; a 43-unit topic for the training of new employment officers and a two-unit topic on the interpretation of circulars. Five existing training topics were revised and re-issued, as was the guide for agents.

A new technical handbook, No. 11, was developed to serve as a guide for training officers and Appendix 10, containing a listing of all current training material, was added to the Administration Manual.

COMMISSION OFFICES

As of March 31, 1964, the Commission operated 253 offices. Of this number, five were regional offices, 198 were regular local offices, 41 were branch or zone offices and nine were in centres where itinerant service was provided on a weekly or semi-weekly basis. Also, a number of temporary offices were opened for periods of from two to six months to service construction projects and seasonal employment in agriculture.

The Commission continued arrangements whereby agents are appointed to complete all the necessary documents in connection with applications for unemployment insurance benefits. In this way, applicants who cannot conveniently visit a Commission office because of their location are able to make their applications with a minimum of delay. This system substantially reduces the amount of correspondence with postal applicants.

Agents operating on March 31, 1964, numbered 258. There were 93 in the Atlantic region, 83 in the Quebec region, 18 in the Ontario region, 39 in the Prairie region, and 25 in the Pacific region. The number shown for the Prairie region includes four in the Northwest Territories and the number shown in the Pacific region includes two in the Yukon.

Telex—The Commission operated a network of 31 telex stations covering the major cities in Canada. This provided a fast, modern, and economic means of communication and was of great assistance in providing improved service, particularly to users of the National Employment Service. During the fiscal year 1963-64, over 90,000 messages were transmitted from the 31 stations on the network.

Teletype—To provide a fast service to unemployment insurance claimants in Newfoundland, the Commission operated a leased teletype circuit between St.

John's, Newfoundland, and the Atlantic regional office at Moncton from October 15 to April 15. This is the period when air and sea transportation facilities encounter bad weather conditions and mail delays are frequent.

In addition, the Commission operated intra-city teletype circuits in Montreal and Toronto. These provided fast clearance of employer orders in the metropolitan areas of Toronto and Montreal. There are seven stations in each city. This system is also used to relay telex messages, received at a single central point, to the various offices in the metropolitan area.

ADMINISTRATIVE COSTS OF THE UNEMPLOYMENT INSURANCE
COMMISSION DURING THE PERIOD APRIL 1, 1963, TO
MARCH 31, 1964

(1) Salaries and Wages.....	\$42,235,097.30
(1) Overtime.....	82,453.20
(2) Living and Other Allowances.....	25,163.63
(4) Professional and Special Services.....	204,852.01
(4) Commission to Post Office Department.....	1,184,000.00
(4) Corps of Commissionaires Services.....	264,079.92
(5) Travelling and Removal Expenses.....	1,049,452.56
(6) Freight, Express and Cartage.....	127,840.10
(7) Postage.....	917,838.06
(8) Telephones, Telegrams and Other Communication Services.....	711,530.90
(9) Publication of Departmental Reports, and Other Material.....	44,278.16
(10) Exhibits, Advertising, Films, Broadcasting and Displays.....	140,508.59
(11) Office Stationery, Supplies and Equipment.....	1,343,305.50
(12) Unemployment Insurance Stamps.....	32,131.48
(12) Materials and Supplies.....	13,560.55
(15) Rental of Office Accommodation.....	1,947.40
(16) Acquisition of Equipment.....	13,194.55
(17) Repairs and Upkeep of Equipment.....	5,241.05
(19) Municipal or Public Utility Services.....	3,000.22
(20) Grant for the National Seminar on Guidance and Counselling.....	1,500.00
(21) Unemployment Insurance Contributions.....	33,053.42
(22) Umpire, National Advisory Committee, National, Regional and Local Employment Committees and Boards of Referees.....	242,089.15
(22) Sundries.....	8,317.75
	<hr/>
	\$48,684,435.50

APPENDIX 1

LOCATION OF OFFICES OF THE UNEMPLOYMENT INSURANCE COMMISSION
Head Office—OTTAWA, Ont.

REGIONAL OFFICES

Atlantic Region—Moncton, N.B.

Quebec Region—Montreal, Que.

Ontario Region—Toronto, Ont.

Prairie Region—Winnipeg, Man.

Pacific Region—Vancouver, B.C.

NATIONAL EMPLOYMENT OFFICES

Newfoundland

Corner Brook
Grand Falls
*St. John's

Prince Edward Island

*Charlottetown
Summerside

Nova Scotia

Amherst
Bridgewater
Dartmouth
Glace Bay
*Halifax
Inverness
Kentville
Liverpool
*New Glasgow
New Waterford
North Sydney
Pictou
Port Hawkesbury
Springhill
*Sydney
Sydney Mines
Truro
Yarmouth

New Brunswick

*Bathurst
Campbellton
Chatham
Edmundston
*Fredericton
Minto
*Moncton
Newcastle
Sackville
*Saint John
St. Stephen
Shediac
Sussex
Woodstock

Quebec

Acton Vale
*Alma
Arvida
Asbestos
Baie-Comeau
Beauharnois
Buckingham
Cartierville
Causapscal
*Chandler
*Chicoutimi
Coaticook
Cowansville
Dolbeau
*Drummondville
East Angus
Farnham
Forestville
Gaspé
Granby
Grand'Mère

Quebec (Cont.)

Grindstone Island
Iles-de-la-Madeleine
*Hull
*Joliette
Jonquiere
Lachine
Lachute
Lac-Megantic
La-Malbaie
La-Tuque
Levis
Longueuil
Louiseville
Magog
Maniwaki
Matane
Mont Laurier
Montmagny
Montmorency
*Montreal
Business,
Youth and
Professional
Centre
Eastern
Northern
Western
New Richmond
Plessisville
Port-Alfred
*Quebec
Richmond
*Rimouski
*Riviere-du-Loup
Roberval
*Rouyn
St-Agathe-des-Monts
Ste-Anne-de-
Bellevue
St-Hyacinthe
St-Jean
*St-Jerome
Ste-Therese
Sept-Iles
*Shawinigan
*Sherbrooke
Sorel
Thetford Mines
*Trois-Rivieres
Val d'Or
Valleyfield
Victoriaville
Ville-St-Georges

Ontario

Arnprior
Barrie
Belleville
Bracebridge
Brampton
*Brantford
Brockville
Carleton Place
Chatham
Cobourg
Cochrane

Ontario (Cont.)

Collingwood
*Cornwall
Dunnville
Elliot Lake
Fort Erie
Fort Frances
*Fort William
Galt
Gananoque
Goderich
Guelph
*Hamilton
Hawkesbury
Hearst
Ingersoll
Kapusking
Kenora
*Kingston
Kirkland Lake
*Kitchener
Leamington
Lindsay
Listowel
*London
Long Branch
Midland
Napanee
New Liskeard
Newmarket
Niagara Falls
*North Bay
Oakville
*Orillia
*Oshawa
*Ottawa
*Owen Sound
Parry Sound
*Pembroke
Perth
Peterborough
Picton
Port Arthur
Port Colborne
Port Hope
Prescott
Renfrew
*St. Catharines
St. Thomas
Sarnia
Sault-Ste-Marie
Scarborough
Simcoe
Smiths Falls
Stratford
Sturgeon Falls
*Sudbury
Tillsonburg
Timmins
*Toronto
Business, Youth
and Professional
Centre
Eastern
Western
Trenton
Walkerton
Wallaceburg

Ontario (Cont.)

Welland
Weston
*Windsor
Woodstock

Manitoba

*Brandon
Dauphin
Flin Flon
Portage-la-Prairie
St-Boniface
Selkirk
The Pas
*Winnipeg

Saskatchewan

Estevan
Lloydminster
Moose Jaw
North Battleford
Prince Albert
*Regina
*Saskatoon
Swift Current
Weyburn
Yorkton

Alberta

Blairmore
*Calgary
Drumheller
*Edmonton
Edson
Grande Prairie
*Lethbridge
Medicine Hat
Red Deer

British Columbia

Chilliwack
Courtenay
Cranbrook
Dawson Creek
Duncan
Kamloops
Kelowna
Mission City
Nanaimo
*Nelson
*New Westminster
North Vancouver
*Penticton
Port Alberni
*Prince George
Prince Rupert
Quesnel
Trail
*Vancouver
Vernon
*Victoria

Yukon Territory

Whitehorse

Great Britain

London, England

NOTE: * indicates that Boards of Referees appointed at these centres.

APPENDIX II

EMPLOYMENT OPERATIONS BY THE LOCAL OFFICES OF THE
UNEMPLOYMENT INSURANCE COMMISSION
APRIL 1, 1963 TO MARCH 31, 1964 BY PROVINCES

Province	Applications Registered	Vacancies Notified	Total Placements	Regular ¹ Placements	Casual ² Placements
Newfoundland.....Male	74,881	10,781	8,360	5,042	3,318
Female	7,094	2,046	1,350	1,125	225
Total	81,975	12,827	9,710	6,167	3,543
Prince Edward Island....Male	17,255	7,900	6,247	3,570	2,677
Female	6,809	3,999	3,481	2,398	1,083
Total	24,064	11,899	9,728	5,968	3,760
Nova Scotia.....Male	103,721	22,743	20,284	14,575	5,709
Female	35,671	13,072	9,860	7,413	2,447
Total	139,392	35,815	30,144	21,988	8,156
New Brunswick.....Male	105,867	26,231	24,727	20,131	4,596
Female	35,018	12,224	10,507	9,326	1,181
Total	140,885	38,455	35,234	29,457	5,777
Quebec.....Male	852,025	303,928	256,123	206,048	50,075
Female	269,052	123,691	92,272	77,073	15,199
Total	1,121,077	427,619	348,395	283,121	65,274
Ontario.....Male	975,363	344,693	278,579	191,877	86,702
Female	448,272	197,075	143,882	114,300	29,582
Total	1,423,635	541,768	422,461	306,177	116,284
Manitoba.....Male	131,644	53,946	44,268	23,393	20,875
Female	58,404	30,971	22,950	15,048	7,902
Total	190,048	84,917	67,218	38,441	28,777
Saskatchewan.....Male	91,483	33,116	27,905	19,162	8,743
Female	38,027	16,747	11,639	9,128	2,511
Total	129,510	49,863	39,544	28,290	11,254
Alberta.....Male	178,981	65,555	53,734	39,726	14,008
Female	75,803	38,794	27,757	21,927	5,830
Total	254,784	104,349	81,491	61,653	19,838
British Columbia.....Male	350,535	94,815	84,736	55,596	29,140
Female	157,184	68,412	58,497	34,423	24,074
Total	507,719	163,227	143,233	90,019	53,214
Canada.....Male	2,881,755	963,708	804,963	579,120	225,843
Female	1,131,334	507,031	382,195	292,161	90,034
Total	4,013,089	1,470,739	1,187,158	871,281	315,877
Comparable Totals					
1962-1963.....Male	3,091,276	993,272	877,899	634,866	243,033
Female	1,164,146	544,231	438,402	321,122	117,280
Total	4,255,422	1,537,503	1,316,301	955,988	360,313

¹Includes Transfers-Out.²Placements are termed "Casual" when the duration of the employment is six or less working days' duration.

APPENDIX III

EMPLOYMENT OPERATIONS BY THE LOCAL OFFICES OF THE UNEMPLOYMENT INSURANCE COMMISSION APRIL 1, 1963 TO MARCH 31, 1964, BY REGIONS

Region		Applications Registered	Vacancies Notified	Total Placements	Regular ¹ Placements	Casual ² Placements
Atlantic.....	Male	301,724	67,655	59,618	43,318	16,300
	Female	84,592	31,341	25,198	20,262	4,936
	Total	386,316	98,996	84,816	63,580	21,236
Quebec.....	Male	852,025	303,928	256,123	206,048	50,075
	Female	269,052	123,691	92,272	77,073	15,199
	Total	1,121,077	427,619	348,395	283,121	65,274
Ontario.....	Male	928,231	330,943	265,904	181,576	84,328
	Female	434,894	192,198	139,928	111,005	28,923
	Total	1,363,125	523,141	405,832	292,581	113,251
Prairie.....	Male	449,240	166,367	138,582	92,582	46,000
	Female	185,612	91,389	66,300	49,398	16,902
	Total	634,852	257,756	204,882	141,980	62,902
Pacific.....	Male	350,535	94,815	84,736	55,596	29,140
	Female	157,184	68,412	58,497	34,423	24,074
	Total	507,719	163,227	143,233	90,019	53,214
Canada.....	Male	2,881,755	963,708	804,963	579,120	225,843
	Female	1,131,334	507,031	382,195	292,161	90,034
	Total	4,013,089	1,470,739	1,187,158	871,281	315,877
Comparable Totals						
1962-1963.....	Male	3,091,276	993,272	877,899	634,866	243,033
	Female	1,164,146	544,231	438,402	321,122	117,280
	Total	4,255,422	1,537,503	1,316,301	955,988	360,313

¹Includes Transfers-Out.²Placements are termed "Casual" when the duration of the employment is six or less working days' duration.

	Total	Newfoundland	Prince Edward Island	Nova Scotia	New Brunswick	Quebec	Ontario	Manitoba	Saskatchewan	Alberta	British Columbia
INITIAL CLAIMS											
Pending 31 March, 1963	45,958	2,176	265	2,341	2,325	15,800	12,626	2,199	1,466	3,051	3,709
Received— <i>in person</i>	1,150,601	21,070	6,116	51,375	45,446	368,741	396,024	46,926	28,614	62,185	124,104
— <i>postal</i>	234,541	37,091	4,723	18,908	23,796	64,748	31,075	11,488	10,771	13,207	18,734
Total	1,431,100	60,337	11,104	72,624	71,567	449,289	439,725	60,613	40,851	78,443	146,547
Allowed—Regular benefit											
No disqualification.....	732,252	20,057	3,899	32,193	30,444	235,345	244,615	31,056	20,480	41,417	72,746
With disqualification.....	134,756	3,416	505	5,080	3,852	39,142	48,858	5,834	3,903	8,579	15,587
Allowed—Fishing Benefit											
No disqualification.....	418	101	10	176	37	4	1	4	—	—	85
With disqualification.....	83	48	—	26	2	1	—	—	—	—	6
Allowed—Seasonal Benefit											
No disqualification.....	276,785	15,268	3,414	15,807	20,759	91,043	70,142	12,916	9,734	13,560	24,070
With disqualification.....	21,947	1,073	172	1,807	1,076	7,399	6,361	885	923	1,339	1,912
Allowed—Seasonal benefit—Fishing											
No disqualification.....	30,326	11,455	1,854	6,198	3,976	1,337	703	663	6	58	4,076
With disqualification.....	854	417	50	106	55	51	14	13	2	2	144
Total Allowed	1,197,421	51,835	9,904	60,465	60,201	374,322	370,694	51,371	35,048	64,955	118,626
Not allowed—Either regular or SB.											
Pending 31 March, 1964.....	184,314	6,734	883	7,309	8,834	59,050	54,713	8,023	4,269	10,640	23,859
Total Not Allowed	49,365	1,768	317	4,850	2,532	15,917	14,318	1,219	1,534	2,848	4,062
Total, Allowed, Not Allowed, and Pending	1,431,100	60,337	11,104	72,624	71,567	449,289	439,725	60,613	40,851	78,443	146,547
RENEWAL AND REVISED CLAIMS											
Pending 31 March, 1963.....	25,610	725	90	871	927	8,922	8,105	1,099	617	1,722	2,532
Received 1 April, 1963 to 31 March, 1964.....	1,029,728	25,874	4,313	39,149	38,519	343,867	347,644	39,601	22,468	54,599	113,694
Total	1,055,338	26,599	4,403	40,020	39,446	352,789	355,749	40,700	23,085	56,321	116,226
Allowed											
No disqualification.....	707,314	18,471	2,886	27,090	27,405	231,670	240,937	26,827	14,511	38,360	79,157
With disqualification.....	247,548	5,816	1,170	9,241	8,221	84,333	84,475	6,603	6,164	12,757	25,763
Not entitled.....	44,067	1,360	178	1,563	1,937	18,343	12,098	1,649	668	1,744	4,538
Appeals to Boards of Referees.....	29,858	324	100	1,015	682	8,440	10,043	2,006	1,216	1,918	4,100
Appeals to Umpire.....	183	2	2	3	5	73	73	6	25	8	25
Pending 31 March, 1964.....	26,368	626	67	1,108	1,196	9,937	8,123	609	525	1,534	2,643
Total	1,055,338	26,599	4,403	40,020	39,446	352,789	355,749	40,700	23,085	56,321	116,226
Antedates—Approved											
—Not Approved.....	2,592	139	7	107	110	871	767	95	54	191	251
Extension of Qualifying Period.....	2,837	116	11	201	90	830	802	111	57	243	376
Approved											
—Not approved.....	18,995	185	36	535	754	6,969	5,633	871	288	1,181	2,543
Dependency—Not approved.....	7,329	51	6	109	169	3,733	1,620	425	79	543	594
Total	23,577	1,633	136	995	942	8,832	6,907	820	502	1,141	1,669

APPENDIX V

**AMOUNT OF BENEFIT PAID, REASONS FOR CLAIMS DISALLOWED AND DISQUALIFIED, AND
NUMBER OF INTERSTATE CLAIMS DURING THE YEAR 1963-1964 BY PROVINCES**

	Total	New- foundland	Prince Edward Island	Nova Scotia	New Brunswick	Quebec	Ontario	Manitoba	Sas- katchewan	Alberta	British Columbia
	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$
REGULAR BENEFIT PAID From 1 April, 1963 to 31 March, 1964.....	287,512,779	10,240,231	1,649,331	13,541,178	11,896,003	93,795,464	88,913,555	12,384,433	8,180,054	16,852,225	30,060,305
SEASONAL BENEFIT PAID From 1 April, 1963 to 31 March, 1964.....	78,141,939	8,644,927	1,508,961	5,648,647	6,071,776	22,899,980	16,507,047	3,555,007	2,423,049	3,544,784	7,337,761
Total.....	365,654,718	18,885,158	3,158,292	19,189,825	17,967,779	116,695,444	105,420,602	15,939,440	10,603,103	20,397,009	37,398,066
*REASONS FOR REGULAR CLAIMS DISALLOWED											
Not 30 weeks (Sec. 45(1)(A)).....	(1) 218,746	17,522	3,008	13,001	13,065	61,840	58,114	9,293	6,155	10,936	25,812
Not 8 weeks (Sec. 45(1)(B)).....	(2) 162,979	9,538	1,778	9,335	10,785	52,879	42,453	7,714	5,609	8,217	14,671
Not 24 weeks (Sec. 45(2)).....	(3) 132,248	7,861	2,400	7,029	10,842	44,158	31,364	5,493	3,167	6,420	13,514
Not 6 weeks (Fishing Reg's).....	(4) 253	26	12	109	8	3	2	—	3	26	64
Total.....	514,226	34,947	7,198	29,474	34,700	158,880	131,933	22,500	14,934	25,599	54,061
REASONS FOR DISQUALIFICATION											
Not Unemployed.....	11,301	1,165	116	606	477	3,679	2,421	565	675	687	910
Not Capable of Work.....	12,318	1,334	59	620	521	1,925	6,552	268	213	389	1,437
Not Available for work.....	109,480	1,845	390	3,274	3,085	33,112	39,474	6,355	4,254	6,581	11,110
Loss of work due to labour dispute.....	2,427	40	—	44	22	1,141	804	14	3	820	1,400
Refusal of work.....	19,003	269	201	1,019	695	6,119	7,270	602	608	1,034	2,350
Neglect of opportunity for work.....	2,692	23	7	32	42	1,270	891	34	39	180	57
Failure to carry out written direction.....	2,025	21	1	14	48	302	852	41	37	57	45
Non-Attendance at course of instruction.....	1,677	5	3	18	45	1,052	113	113	317	1,110	1,795
Voluntary leaving without just cause.....	19,085	369	53	665	531	7,090	6,501	660	311	6,330	12,956
Voluntary leaving without just cause.....	94,250	2,301	406	3,263	2,734	28,449	31,778	3,812	2,221	11	70
Inmate, prison or resident outside of Canada.....	517	15	2	28	64	95	213	11	8	11	70
Failure to lodge insurance book, etc., etc.....	51,113	2,412	255	1,845	1,662	17,466	15,760	1,793	1,118	3,124	5,678
Fishing (Fishing Reg's).....	170	80	—	54	1	1	23	2	5	2	4
Misrepresentation.....	36,330	782	281	2,097	1,705	15,277	11,169	1,022	625	1,220	2,152
Miscellaneous (Sec. 69(2)(a)(iii)).....	179	7	13	31	61	—	2	2	2	19	32
Loss of work due to incapacity, etc., etc.....	6,752	169	14	506	374	1,320	2,749	117	112	278	1,113
Determination and Allocation of Earnings.....	35,869	933	96	1,144	1,139	12,878	12,197	901	745	1,748	4,088
Total.....	405,188	10,770	1,897	15,260	13,206	130,926	139,708	16,335	10,992	22,677	43,417
INTERSTATE CLAIMS Claims filed in Canada by U.S.A. Claimants.....	3,992	40	16	204	434	1,560	825	122	34	151	606
Claims filed in U.S.A. by Canadian Claimants.....	2,971	—	—	—	260	580	1,093	537	—	—	501

*Benefit Periods were subsequently established as Revised Claims for (1) 15,216 Claimants.
(2) 7,174 " "
(3) 5,543 " "
(4) 19 "

APPENDIX VI

NUMBER OF "ACTIVE" CLAIMANTS ON THE LAST DAY OF EACH MONTH 1963-1964

Provinces	April 1963	May	June	July	August	September	October	November	December	January 1964	February	March
Newfoundland.....	{ 1 2 3	8,518 18 10	6,235 10 8	5,021 8 5	4,676 5 5	4,053 2 2	5,809 5 5	11,226 943 4	16,624 11,772 7	17,478 18,464 12	17,753 19,305 19	14,610 18,498 22
Prince Edward Island.....	{ 1 2 3	1,101 1 1	805 3 3	806 3 3	757 5 5	703 5 5	774 9 9	1,829 29 4	3,186 2,403 7	3,548 3,736 8	3,452 3,653 8	3,006 3,634 13
Nova Scotia.....	{ 1 2 3	20,980 13,414 226	14,277 101 97	11,307 97 88	9,129 83 77	8,918 59 64	8,466 58 72	14,201 139 52	22,174 6,720 87	24,175 13,211 124	23,185 14,426 158	25,410 14,914 158
New Brunswick.....	{ 1 2 3	19,624 15,387 167	13,558 95 88	9,295 88 77	8,141 77 63	7,566 63 72	7,495 72 72	13,336 204 68	19,825 6,985 86	21,195 12,720 106	21,338 15,652 173	20,474 16,077 177
Quebec.....	{ 1 2 3	122,685 57,906 1,974	86,284 227 1,092	69,712 993 71,046	66,712 888 506	60,778 787 480	60,592 682 431	90,711 566 801	147,754 18,463 959	144,852 34,599 1,345	142,495 43,950 1,749	136,445 51,016 1,825
Ontario.....	{ 1 2 3	108,606 41,727 1,236	81,248 627 538	71,046 538 506	85,663 506 506	69,404 480 480	63,161 431 431	89,109 568 410	135,940 16,681 554	138,725 27,427 784	131,499 34,068 997	125,116 35,857 1,026
Manitoba.....	{ 1 2 3	17,886 9,630 86	12,820 36 31	10,803 31 59	7,406 59 48	6,486 48 59	6,592 59 59	12,059 207 35	18,601 3,034 68	20,450 5,420 58	20,550 6,309 70	17,800 7,795 74
Saskatchewan.....	{ 1 2 3	11,235 6,093 95	6,138 35 35	4,535 35 31	3,844 31 24	3,465 24 15	3,450 15 24	8,035 81 43	14,333 4,251 37	15,509 4,452 58	15,909 4,452 91	14,493 5,303 89
Alberta.....	{ 1 2 3	23,888 9,664 125	17,231 128 41	12,089 41 30	10,310 30 25	9,177 25 20	10,041 20 31	21,082 100 33	25,136 3,139 23	26,785 5,436 35	26,478 6,644 26	25,044 8,300 37
British Columbia.....	{ 1 2 3	38,520 15,774 381	29,717 135 173	24,433 173 164	21,942 164 131	21,284 131 100	21,708 100 74	38,720 208 107	47,845 9,508 172	47,048 13,532 266	40,442 15,384 314	38,068 15,390 340
Total.....	{ 1 2 3	379,647 187,824 4,319	270,892 2,268 2,009	220,260 2,009 1,849	218,974 1,849 1,627	192,511 1,627 1,450	186,261 1,450 1,466	300,308 3,048 1,557	451,418 80,913 2,000	459,765 138,786 2,796	443,101 164,043 3,597	420,466 176,784 3,761

1. Ordinary 2. Seasonal 3. "Sick" Included in Nos. 1 and 2.

APPENDIX VII

INVESTIGATION STATISTICS—FISCAL YEAR 1963-1964
(Claimants)

Region and *Number of Enforcement Officers	INVESTIGATIONS COMPLETED				PUNITIVE ACTION	
	Suspected false Statements	Spot Check and Miscellaneous	Total	Average Investigation per Enforcement Officer	Prosecu- tions Recom- mended	Penalties Imposed Under Section 65
Atlantic (18).....	5,541	11,596	17,137	952.0	120	3,034
Quebec (25).....	16,992	23,610	40,602	1,624.0	899	8,575
Ontario (36).....	12,450	34,939	47,389	1,316.4	408	5,309
Prairie (18).....	4,077	14,773	18,850	1,047.2	196	1,622
Pacific (17).....	3,839	9,799	13,638	802.2	158	1,115
Total.....	42,899	94,717	137,616	1,207.2	1,781	19,655

*The number of Enforcement Officers is the average number on duty, calculated on the basis of man-days of work performed during the fiscal year.

APPENDIX VIII

LEGAL PROCEEDINGS INSTITUTED UNDER THE UNEMPLOYMENT
INSURANCE ACT AND THE UNEMPLOYMENT INSURANCE REGULATIONS

Nature of Proceedings	Carried Over 1962-63	Com- menced Fiscal Year 1963-64	Prosecu- tions Finalized	Con- victions	With- drawals and Abandon- ments	Acquit- tals	Awaiting Results of Trials
Proceedings against em- ployers for infractions of the Act and Regulations....	119	1,314	1,298	1,244	30	24	135
Proceedings against claim- ants for obtaining benefit through false statements....	587	1,781	2,015	1,919	59	37	353
Totals.....	706	3,095	3,313	3,163	89	61	488

APPENDIX IX
UNEMPLOYMENT INSURANCE FUND
Statement of Receipts and Disbursements for the year ended March 31, 1964
(with comparative figures for the year ended March 31, 1963)

	1964	1963
<i>Receipts:</i>		
Contributions from employers and employees:		
Bulk payment method.....	\$176,564,744	\$167,283,898
Stamp method.....	104,377,468	102,694,063
Meter method.....	16,248,622	17,073,888
Less: Refunds.....	\$297,190,834	\$287,051,849
	605,105	621,767
Contributions from Government of Canada.....	\$296,585,729	\$286,430,082
Income from investments, received and accrued.....	59,317,146	57,286,016
Penalties.....	1,061,801	2,466,367
	109,991	103,483
	\$357,074,667	\$346,285,948
<i>Disbursements:</i>		
Benefit payments:		
Ordinary.....	\$354,216,945	\$392,308,929
Fishermen.....	11,437,773	10,882,242
Interest on loans.....	\$365,654,718	\$403,191,171
	237,897	—
Excess of disbursements over receipts.....	\$365,892,615	\$403,191,171
	\$ 8,817,948	\$ 56,905,223

NOTE: The benefit payments shown above included the following seasonal benefits (estimated): 1963-64, \$78,141,940; 1962-63, \$85,071,797.

APPENDIX X

UNEMPLOYMENT INSURANCE FUND

(Established by the Unemployment Insurance Act)

Balance Sheet as at March 31, 1964

(with comparative figures as at March 31, 1963)

	Assets		Liabilities	
	1964	1963	1964	1963
Deposit with Receiver General of Canada.....	\$ 9,100,101	\$ 4,996,079	Unredeemed warrant.....	\$ 9,967,102
Deposits with banks for redemption of warrants..	5,024,236	4,892,668	Deposits from employers.....	\$11,176,512
Advances to local offices for payment of benefits			Balance of the Fund:	5,561,483
by cash.....	2,671,887	4,747,011	At beginning of year.....	\$9,692,829
Recoverable from Parliamentary Appropriation..	56,000	1,186	Deduct: Excess of disbursements	66,598,052
Accrued interest on Investments.....	—	293,880	over receipts for the year, per	56,905,223
			statement attached.....	8,817,948
Investments:			At end of year.....	9,692,829
Government of Canada non-negotiable bonds,				
5½%, dated September 30, 1962, redeemable	—	11,500,000		
at par, subject to 30 days prior notice.....				
	\$16,852,224	\$26,430,824		\$16,852,224
				\$26,430,824

APPENDIX XI

NUMBER OF CLAIMS FOR SEASONAL BENEFIT ESTABLISHED
AND AMOUNT OF SEASONAL BENEFIT PAID, GROUPS "A" AND "B", BY YEARLY
SEASONAL BENEFIT PERIODS 28 FEBRUARY, 1950, TO 18 MAY, 1963

Seasonal benefit is payable in accordance with the provisions of Section 53 of the Unemployment Insurance Act to claimants unable to qualify for regular benefit in respect of unemployment occurring between the week in which 1 December falls and the week in which 15 May falls in the following year. A seasonal benefit claimant falls into one of two groups:

1. He had at least 15 contribution weeks since the Saturday immediately preceding the previous 31 March (Group "A"); or
2. His most recent *regular* benefit period terminated since the preceding 15 May (Group "B").

Prior to 2 October, 1955, the payments were described as supplementary benefit and first became payable on 28 February, 1950. Until 1952, payment was made only in respect of unemployment occurring between 1 January and 31 March. By an amendment made in July, 1952, this period was extended to mid-April, and in November, 1957, it was further lengthened to the period now in effect, i.e. from the beginning of December to mid-May.

Yearly Seasonal Benefit Period	Seasonal Benefit Claims Established				Amount of Seasonal Benefit Paid			
	Group A		Group B		Group A		Group B	
	Number	%	Number	%	Amount	%	Amount	%
1950 (28 Feb.-15 April)*	15,700	14*	53,400	47*	\$ 494,800	11*	\$ 2,207,900	50*
1951 (1 Jan.-31 March)*	35,500	39*	53,000	60*	1,000,500	26*	2,871,600	74*
1952 (1 Jan.- 31 March)	34,900	36	61,100	64	1,120,500	25	3,442,900	75
1953 (1 Jan.-15 April)	39,900	27	109,400	73	1,410,000	15	7,780,600	85
1954 (1 Jan.-15 April)	51,500	25	159,200	75	1,917,800	14	12,140,400	86
1955 (1 Jan.-15 April)	55,900	22	194,100	78	5,732,600	20	23,158,100	80
1956 (30 Dec.-21 April)	101,100	40	154,600	60	13,602,800	36	24,477,100	64
1957 (29 Dec.-20 April)	144,000	69	64,800	31	19,820,300	67	9,797,200	33
1958 (30 Nov./57-28 June/58)	220,800	47	249,700	53	50,920,700	47	58,878,700	53
1959 (30 Nov./58-16 May/59)	256,000	58	188,300	42	59,593,800	61	38,389,400	39
1960 (29 Nov./59-21 May/60)	284,700	64	159,100	36	70,477,300	71	28,573,000	29
1961 (27 Nov./60-20 May/61)	278,100	60	187,600	40	73,990,600	66	38,145,600	34
1962 (26 Nov./61-19 May/62)	236,600	63	138,800	37	60,522,000	68	28,363,300	32
1963 (25 Nov./62-18 May/63)	243,500	68	117,100	32	62,955,900	72	23,942,000	28

*In these two years seasonal benefit was also paid to persons not qualified for regular benefit who had been employed in logging and certain other employments which had recently been made insurable. In this period 45,166 persons were paid a total of \$1,794,050. This provision was not operative after 1951.

NOTE: The fluctuations in the relative proportions of seasonal benefit, Group A and Group B, were mainly due to the following. Prior to the 1957 seasonal period (1 Jan.-20 April) the majority of claimants established seasonal benefit claims in Group B as this class was more favourable. Commencing with the 1957 seasonal benefit period, a claimant who failed to qualify for regular benefit was first tested for qualification in Group A (15 contribution weeks) and only if he failed that test was he considered for Group B (regular benefit period terminated after 15 April). He was not entitled to the class of seasonal benefit that was more favourable to him.

REPORT OF ACTIVITIES BY REGION

ATLANTIC REGION

EMPLOYMENT

SERVICE TO INDUSTRIES

Primary Industries—The employment situation was constant in the Maritimes collieries during the year and production was comparatively steady.

The work force of the iron ore mine on Bell Island, Newfoundland, was reduced by 150 following a two-month shutdown during the summer. On the other hand, the new asbestos mine at Baie Verte, Newfoundland, went into production and construction of a new \$3,000,000 smelter commenced during the fall at Belledune, New Brunswick. A total of 1,378 placements was effected through the NES to the industry. This was an increase of about 10 per cent over the previous year.

Specialized recruitment services to woodlands divisions of pulp and paper companies in the Atlantic region, and to those in the United States adjacent to the New Brunswick border, were carried out on a continuous basis. However, there were fewer placements made to the industry than in the previous year.

During the fall, a temporary office at Clair, New Brunswick, was opened to promote seasonal employment opportunities with woods operators in the U.S.A. for Canadian workers living close to the border.

Fishing operations followed much the same pattern as in other years. Employment was slow at the beginning, owing to poor weather and ice conditions along the coastline. However, later in the year, normal catches and fish landings were made. Towards the year-end, poor weather and storms again affected operations, reducing landings in some instances below normal. Placements made through NES were slightly higher than for the previous year.

Again, an available mobile force was sufficient to enable NES to supply workers for seasonal employment on farms within the region, for Ontario, and for seeding and harvesting work in the United States.

Workers for the organized movements within the region and to Ontario were provided with assisted transportation under federal-provincial agreements. NES placed 640 potato harvesters in New Brunswick and 1,795 in Prince Edward Island. Among this latter group, 576 were recruited in Nova Scotia, and 144 in New Brunswick. A total of 483 workers was recruited to harvest the Annapolis Valley apple crop and offices in New Brunswick, Nova Scotia, and Newfoundland recruited 267 workers for general farm duties in Ontario.

In New Brunswick, 3,252 potato harvesters were recruited for farms in Aroostook County, Maine. Earlier in the season, 486 workers from the same province were recruited for spring planting and other farm work in northern Maine.

In Nova Scotia and New Brunswick, 153 apple-pickers were recruited for U.S.A. growers; this was over and above those recruited to meet the demands of Canadian growers.

In addition to the above movements, NES supplied the farming communities in each province in the region with casual and year-round workers. During the year ending December 31, 8,476 farm placements were made in agriculture. This was about 14 per cent below the previous year.

Manufacturing—Employment in manufacturing increased considerably during the year. The improvement was fairly general in this industry. Major producers in the steel industry operated steadily at near capacity; a number of small plants were built, thereby providing additional stable employment.

No serious shortage of skilled or unskilled applicants occurred. In a few instances, manufacturers' requirements for skilled workers could not be met locally, and, in those cases, NES clearance facilities were fully utilized.

As in previous years, shipyards in the region were assisted by NES in the recruitment and selection of applicants for apprenticeship training.

The manufacturing industry accounted for approximately 20 per cent of the total placements made in all industries in Atlantic region.

Construction—The construction industry started out slowly in the early months of the year but later built up rapidly. Over-all, the industry had a reasonably good year. As the season progressed, shortages of skilled workers developed. However, in general, NES was able to supply the workers requested, although in many instances this was only possible by transfer from areas where supply exceeded demand.

NES continued to be very active in the recruitment of all types of construction labour. Over 11,500 placements were made, representing approximately 17 per cent of placements made in all industries.

More than 2,000 construction workers of all types were recruited for employment on projects at northern sites, mainly in Labrador. While it was possible to recruit a large part of these in Newfoundland, it was necessary to carry out recruitment in other regions as well in order to meet the requirements of the employers. In this respect, NES clearance facilities were used extensively and very successfully.

Transportation—All parts of the industry showed upward trends, and labour demands were met by NES without great difficulty. Rail transportation, particularly passenger business, was up over the previous year, and the special travel incentive plan of the CNR proved effective. The shipment of Canadian wheat to Russia through eastern ports provided additional impetus as the year drew to a close.

Finance, Insurance and Real Estate—There was a steady demand for qualified applicants. A slight expansion of staff was noted and hiring standards continued to rise somewhat. Electronic equipment was introduced by a few employers and this resulted in reorganization and immediate demand for new skills and training.

Trade—There was steady growth in wholesale and retail sales. Expansion of retail outlets and shopping centres provided additional employment opportunities and substantially reduced the supply of experienced sales and merchandising personnel in several areas.

Changes in shopping hours and in customer-load periods resulted in reduction of continuing staff and increased utilization of part-time or temporary workers.

New export markets for fresh lobster shipped by air transport and for fresh frozen vegetables were developed during the year.

Service—The service industry continued to expand during the year, creating additional employment opportunities in the fields of education, health, government, and personal services.

The passage of legislation providing for the sale of alcoholic beverages resulted in the opening of taverns and lounges in Nova Scotia and New Brunswick. New

staff was provided for these establishments and assistance provided for necessary changes in staff in dining rooms needed to meet age requirements under the laws.

The number of visitors to the region increased substantially. New and expanded motels, hotels, and restaurants increased the demand for extra workers. Picnic and camping areas were further expanded. Short training courses for food service workers were conducted in some centres.

EXECUTIVE AND PROFESSIONAL

Halifax and Moncton local offices continued to provide service to E & P applicants and to employers seeking them. The other 26 offices continued to participate in this phase of NES activity. Plans were underway to improve this service and to provide for a centralized E & P system whereby all offices would eventually be serviced by specially-trained officers located at specific points.

There was increased activity at Memorial University, St. John's, Newfoundland, and at Dalhousie University in Halifax, where NES operated a full-time student placement service. Similarly, there was increased demand for this type of service at other universities and colleges. Recruitment of university graduates each year by national organizations has assumed increased importance.

Continued efforts were made by NES to place undergraduates in summer employment. Most students were successful in obtaining employment which materially assisted them in advancing their studies.

SPECIAL SERVICES

During the year, 12 additional special services positions were allotted.

Handicapped—Special services officers continued their efforts to assist handicapped persons in finding employment. Approximately 1,100 were placed during the period. Some 4,900 initial and repeat interviews preceded placement.

NES officers worked in close co-operation with provincial rehabilitation officers and other provincial welfare organizations.

Youth—NES officers worked in close co-operation with education authorities and schools throughout the four provinces. Many schools were visited and addresses given by special services officers to inform the students about the world of work, and the need for a good education to enable them better to compete in the employment market. Fifteen NES offices participated in community career counselling nights, providing occupational information, advice, and counselling for students. Over 21,000 counselling interviews were held with young people.

Vocational Training—Considerable emphasis was placed on training needs and vocational and technical training facilities were expanded during the year. Twelve new schools were completed in Newfoundland, three in New Brunswick, one in Prince Edward Island, and a new technical institute was opened in Halifax. More courses were available in business education and engineering technology. Many other courses were set up in trades and occupations. NES directed or referred approximately 4,000 persons to training courses.

Veterans—NES supplied special services to veterans seeking guidance and counselling in matters relating to employment or assistance through DVA. Veterans' preference in referrals was closely observed and more than 4,000 veterans were placed. Close liaison continued to exist between NES and DVA officers.

EMPLOYMENT OF WOMEN

Women made up 24.6 per cent of the labour force and accounted for 29.7 per cent of the total placements. Of these, 21 per cent were of a casual nature and five per cent were transfers out of home areas.

The largest number of placements, about 48 per cent, was in the service industries. New hospital construction created additional employment opportunities for many women. Nurses were in extremely short supply, as were hospital dietitians, but there was no problem in supplying sub-professional staff to fill the requirements. Throughout the year, the demand for stenographers, cooks, waitresses, and household service workers was in excess of the supply of competent workers.

Many new retail outlets opened; generally, NES was able to meet the demands from both the wholesale and the retail trade for staff.

Several new food-processing plants began production during the period and production in other manufacturing industries remained fairly stable; the result was that 20 per cent of all female placements were in industrial establishments.

An increasing number of women took advantage of vocational training opportunities, especially in the food service and textile trades, thus increasing their employment prospects.

WINTER EMPLOYMENT CAMPAIGN

Winter employment campaigns were conducted in all 28 local office areas. In three areas where winter employment campaign committees were not formed, local office staffs effectively promoted the campaign. Municipal governments, Boards of Trade, Chambers of Commerce, service clubs, union organizations, and other groups generously gave their active support.

A total of 26,559 column inches of sponsored advertising was published in 55 daily and weekly newspapers. Coverage in the form of editorials, news items, pictures and cartoons amounted to 5,764 column inches.

Public service and sponsored broadcast time on 38 radio stations amounted to 1,559 minutes and 5,766 spot announcements. Sponsored and public service television coverage amounted to 3,106 minutes and 536 spot announcements.

The 10th annual "Do It Now" parade was held in Moncton. There were 128 entries in the parade which was considered to be an outstanding success. Prizes were awarded for the most attractive floats and the event was well publicized in newspapers and on radio and television.

In Summerside, the Junior Chamber of Commerce, in co-operation with local businessmen and the National Employment Service, conducted a three-day home improvement exhibition in conjunction with the "Do It Now" campaign. Those who participated reported that a considerable volume of new business resulted from contacts made at this exhibition.

EMPLOYMENT COMMITTEES

The Atlantic Regional Employment Committee held two meetings during the fiscal year—in September and December, 1963.

In addition to promoting interest in local employment committees, the regional committee submitted recommendations relating to the staffing of NES offices in the region. It also reviewed the effects of automation on employment, the educational standards of the labour force in the region, and the need for training and retraining of workers.

Sixteen local employment committees were active during the year. These were located at: St. John's, Newfoundland; Charlottetown and Summerside, Prince Edward Island; Bathurst, Campbellton, Fredericton, Edmundston, Moncton, Saint John, and St. Stephen, New Brunswick; and Amherst, Halifax, Kentville, New Glasgow, Sydney, and Yarmouth, Nova Scotia.

UNEMPLOYMENT INSURANCE

In the four Atlantic provinces, local offices of the Commission issued 2,485 coverage rulings to the public. This represented a decrease of 318 from the previous year. In addition, head office issued 408 rulings arising out of questions from this region. This was a decrease from the previous year of 108.

At March 31, 1964, there were 31,599 employers in these provinces registered with the Commission as employing insurable employees; this was a decrease of 74 from the previous year. In contrast, the number of insured employees increased from 483,007 in 1962-63 to 492,123 in 1963-64.

A total of 227,740 claims was computed or recomputed, a decrease of 14,258 from the previous year.

Post-audit of 76,763 terminated claims was conducted, disclosing that 2,193 claimants had made misrepresentation with regard to earnings and unemployed status in order to collect benefit. Overpayment of benefit amounted to \$47,035, a decrease of \$13,291 from the previous year. In addition, disqualifications, which reduced future entitlement to benefit, were imposed on a number of claimants; others were prosecuted and fined.

There were 206,165 new applications for benefit processed, a decrease of 12,556 (5.74 per cent) from the previous year. Entitlement to regular benefit was established for 103,808 (50.3 per cent) of these claims, seasonal benefit for 85,502 (41.5 per cent), and 16,855 (8.2 per cent) failed to qualify for any benefit.

Local offices in the region made 1,494,366 individual payments, a decrease of approximately 17.7 per cent from the previous year. Of these, a total of 358,809 were cash payments, and 1,135,557 were payment by benefit warrant.

There were 182,405 initial claims adjudicated on which claimants fulfilled the contribution requirements in the first instance. Disqualifications were imposed on 16,685 (9.1 per cent) of these claims. A further 100,300 decisions were issued in respect of renewal claims filed during the currency of a benefit period; these were in regard to questions arising from continuing claims and claims where the claimant subsequently fulfilled the qualifying requirements. Disqualifications were imposed on 24,448 (24.4 per cent) of these claims. In addition, 5,038 claimants were considered not entitled to such additional benefits as the dependency rate on a continuing claim. The 41,133 disqualifications imposed on claims on which entitlement had otherwise been established represented an increase of 501 over the previous year.

Of 781 applications to have claims antedated received during the fiscal year, 363 were approved. Applications for extension of the qualifying periods numbered 1,845, of which 1,510 were allowed.

Boards of referees dealt with 2,088 appeals by claimants of which 343 (16.4 per cent) were allowed. There were two referrals by insurance officers to boards of referees for decision. One case was allowed and disqualification was imposed in the other case.

TECHNICAL SERVICES**AUDIT**

Sixty-five per cent of employers in the region were audited during the year.

The improvement in air communication between Newfoundland and the Wabush area in Labrador resulted in the transfer to the St. John's district of 23 employers who had formerly been under the jurisdiction of the district auditor in Riviere-du-Loup. In the region, about one employer in four is found to be in arrears, mainly because of new employees starting work without a book and the employer allowing this situation to continue so that overdue contributions accumulate.

During the year, 41 local office cash verifications were made and there were 77 court appearance in connection with employer offences.

INVESTIGATION—ENFORCEMENT

A total of 17,137 investigations was completed, of which 5,541 were formal investigations and the remainder were spot check and miscellaneous investigations.

As a result of the increase in the number of formal investigations completed, the number and amount of penalties imposed against claimants under Section 65 of the Act also increased. The total amount of penalties imposed under Section 65 was \$73,100. The number of prosecutions against claimants decreased from 159 to 120.

There were 77 prosecutions against employers for violations of the Act and Regulations, an increase over the 59 undertaken in the previous fiscal year.

The total amount of monies, arrears of contributions, and overpayment of benefits collected through Exchequer Court and garnishment proceedings increased by 15 per cent over the amounts collected in the 1962-63 fiscal year.

REPORT OF ACTIVITIES BY REGION

QUEBEC REGION

EMPLOYMENT

SERVICE TO INDUSTRIES

Primary Industries—Employment levels at most of the larger base metal mines remained steady during the year. Rising operating costs and the fixed price of gold forced a few low-grade gold mines to close down. Most of the workers affected were readily absorbed by other mines.

The opening of two copper-zinc properties in northwestern Quebec created a number of employment opportunities during the course of construction and when operations were started, NES services were utilized to recruit the required staff.

Industrial visits were made to two of the large iron ore mines on the north shore of the St. Lawrence to implement specialized recruitment programs and to establish closer liaison between the operators and NES. As a result of such contacts, the mining companies made full use of NES facilities and were successful in obtaining hard-to-find skilled and technical personnel.

Production at asbestos mines in the Eastern Townships continued at a high level. Labour turnover was low and few hirings took place.

The total number of placements made in mining by NES in Quebec was 1,434, a decrease of 582 in comparison to the previous year.

The average number of men employed per week in the Quebec forestry operations was about 1,000 below the 1962-63 figure, and almost 2,000 less than in 1961-62.

Several factors accounted for this decrease in the work force. Partly it was caused by the increased use of mechanical equipment, especially by the larger firms. On the other hand, longer cutting seasons, which have become more common in Quebec in recent years, have done away with much of the seasonal aspect of this type of work. This has resulted in longer periods of steady employment with less labour turnover. It is interesting to note that more contractors availed themselves of the services of NES offices, where prospective workers were carefully screened and selected prior to referral; this also contributed to the reduction in labour turnover. However, this meant that fewer vacancies were notified to NES offices, so that placements were approximately 1,700 lower than in 1962. When the reduction in the total work force is taken into consideration, placements made by NES offices in Quebec in 1963 were, on the whole, satisfactory. These amounted to 20,037.

No significant placements were made in the fishing industry, as this operation in Quebec is generally carried out as a family enterprise. However, greater-than-usual employment activity was carried out in this field by the Sept-Iles local office.

During the season, placements made in agriculture compared favourably to those made during 1962-63. Several movements of labour showed a slight decrease in the number of workers placed; this was attributed to two main reasons. First,

there was a shortage of proper living accommodation for apple pickers, and, second, more careful selection of applicants referred helped to reduce the turnover in manpower.

Each year sees fewer small farms in operation, with more large specialty farming enterprises being organized. This results in an increase in production but not in labour demand, although more short-term workers are required at harvest time.

Market gardening placement activities were on a par with those of the previous year. The bulk of these day-haul operations were carried out by the Montreal Northern and Longueuil zone offices and the Joliette sub-office at L'Assomption.

As the yield from apple orchards in Quebec increases from year to year, some difficulty has been encountered in meeting the labour demand at harvest time. The bulk of the workers consists of men, with many school-boys working on weekends and holidays. As few orchardists have suitable living accommodation for workers, most of the workers must be recruited from within commuting distance of the orchards. This lack of accommodation makes it almost impossible to recruit suitable workers available from more distant points and at times has caused labour shortages in some apple-growing districts.

The organized movement of potato harvesters from Riviere-du-Loup, Montmagny, Rimouski, Matane, Causapsal, and New Richmond local office areas to farms in Aroostook County, Maine, was smaller, owing to improved selection being carried out by NES and a last-minute drop in the demand. During the fall, 3,680 Canadian workers were placed, as compared to 4,044 in 1962-63.

An experiment in connection with the movement of sugarbeet thinners from the Ville St-Georges area to the St-Hyacinthe district was conducted, and proved successful. Workers who had completed 10 days on the job, or thinned six acres of beets, were given free return transportation to their homes. This scheme induced more workers to remain on the job for longer periods than in previous years.

As in the past, several meetings of the Quebec Federal-Provincial Farm Labour Committee were held to deal with various matters pertaining to the recruitment of farm labour.

There was a decrease in the number of agricultural vacancies notified to NES offices. In 1962-63, there were 24,151 vacancies, whereas in 1963-64 there were 23,749.

A total of 25,494 placements was made in agriculture during 1963-64, a decrease of 1,562 in comparison to the previous year.

Manufacturing—Most branches of the manufacturing industry maintained satisfactory employment levels throughout the year. Textile mills were increasingly active and new clothing plants were opened. A new stainless steel strip mill went into operation. Staffing of those plants was effected with the full local and regional assistance of NES. To overcome a shortage of skilled operators for the clothing factories, NES arranged courses of instruction for sewing machine operators at several points in the region.

Demands from heavy industry for skilled workers, particularly machinists, tool and die makers, and similar trades, exceeded the regional supply. NES clearance facilities were used to advantage but the shortage of skilled tradesmen continued.

Many employers continued to request the regional office to provide information on such matters as the availability of manpower, prevailing wage rates, and transportation facilities in many parts of the province. It is interesting to note that those requests often preceded the establishment of manufacturing plants within the region.

Construction—No special projects were undertaken in this field during the year. Every effort, however, was made to see that employers and workers alike received the best possible service from all NES offices.

Close attention was given to clearance orders, which were distributed to the local offices most likely to be in a position to fill the demands. The usual shortages of skilled tradesmen developed, mostly at the peak of the construction season. Several special recruiting campaigns were organized, especially for large contractors working on projects in the vicinity of Sept-Îles and Labrador. The number of workers supplied to employers during those campaigns was gratifying.

By utilizing the information contained in the "MacLean's Building Reports", local offices were promptly advised about contracts awarded in their areas. With this information, local offices were in a position to contact employers prior to the start of the projects and ascertain the number and type of workers that would be required. When, as frequently happens, firms received contracts for work to be done in areas away from their head offices, they were advised about the location of the National Employment Office serving the area.

Information regarding the awarding of Department of Public Works contracts was also promptly communicated to the local office concerned. The offices found this information very helpful in obtaining vacancies for workers.

The NES telex system proved of great value in clearance work and other matters where speedy communications were essential for recruiting workers.

Transportation, Storage and Communications—Activities in transportation, storage and communications were on a par with, or better than, the previous year. NES was able to supply many of the workers required.

Air transportation, both passenger and freight, made healthy gains. Railroads had some increase in passenger business and freight car loadings were up in volume, mainly because of the movement of wheat for overseas markets.

Cargo tonnage handled at Quebec ports increased in volume. Sailings in and out of the ports were fewer as larger vessels went into operation, particularly in inland waters.

Bus lines had some increase in passenger volume. More buses were also being used to transport pupils to and from schools. The taxi business had an average year, although it was often difficult to recruit experienced drivers.

Finance, Insurance and Real Estate—The demand for clerical workers for banks, financial firms, and insurance companies continued steady, even though there was a gradual move to more mechanization in some accounting operations. Owing to this, some new qualifications were required from certain categories of accounting machine operators. In general, requests for clerical personnel were more exacting with regard to educational and competency levels. Despite what appeared to be a sufficient supply of applicants for office positions, good stenographers, secretaries, and other specialized clerical workers were in short supply in many areas. The recruiting of life insurance salesmen also presented some difficulty.

Trade—Wholesale houses reported that the volume of business was either slightly higher or on a par with the previous year. The contacts maintained by regional and local offices with wholesalers resulted in a steady flow of requests to NES offices for workers for this industry.

Activities in the retail trades were also higher than in the previous year. Through co-operation between regional and local offices, NES continued to be the main source for recruitment of full and part-time sales personnel for retail establishments.

Shortages of certain types of specialized sales persons remained constant throughout the year in the larger centres. Fewer shopping centres and large discount houses opened for business than during the previous year.

Services—Labour agreements signed by several hospitals with their service workers helped to cut down labour turnover. Recruiting of technical and professional workers, however, proved to be rather difficult in many instances.

Officers from the regional and Montreal local office made and maintained close contacts with various officials of the 1967 World Fair.

During September, NES, in conjunction with the Montreal Police Department, organized a region-wide recruiting drive to find prospective police recruits. Representatives of the Police Department began a tour of all NES offices in the region to interview interested applicants. NES also took an active part in recruiting officers for the Quebec Provincial Police.

A shortage of qualified barbers and hairdressers was experienced in many parts of the region. Because of parity committee regulations, a surplus of apprentice hairdressers developed from time to time in some districts.

Laundries, dry cleaners, and dyeing establishments placed a large number of orders for workers with NES offices. During certain times of the year, some workers, particularly pressers and ironers, were in short supply.

Hotels, restaurants, and catering firms called upon NES regularly to supply them with staff.

EXECUTIVE AND PROFESSIONAL

Local offices filled 1,066 executive and professional vacancies during the year.

As in past years, the demand for E & P personnel was particularly heavy in the engineering, scientific, drafting, sales, and nursing groups. The shortage of qualified candidates was more acute than during the previous year, mainly of specialists in electronics, automation, physics, chemistry, and communications.

University Section—On-campus recruiting was very active in all universities. The number of employers recruiting was as follows: University of Montreal, 185; Sir George Williams, 68; Loyola College, 53; Laval University, 174; and University of Sherbrooke, 30.

Placement of graduates totalled 883 and that of undergraduates 4,225. There were 1,681 vacancies for graduates and 5,822 vacancies for undergraduates.

SPECIAL SERVICES

Youth—The NES "Stay at School" campaign was intensified to meet successfully the challenge brought on by the changing industrial and economic situation in Quebec. The number of regional school commissions, well-equipped to provide educational and vocational guidance to students, increased. More visits were made to school officials to maintain and develop more effective liaison work on behalf of graduates and other school leavers.

Counsellors were called upon to brief students on labour market conditions as employers became increasingly more exacting in their demands in terms of education, aptitudes, and personality. Their active participation in career nights—which

were organized on a larger scale than ever in this region—contributed to further informing the general public, and particularly graduates, on occupational trends developing in the labour market. A greater use of all publicity media was taken advantage of to make employers more aware of high school graduates' employment problems. Radio and television programs featured the counselling and placement of youth. Editorials, as well as hundreds of newspaper articles, stressed the correlation existing between education and employment.

Committees for the guidance of youth doubled in number during the year. These committees, made up of representatives from school commissions, Boards of Trade, Chambers of Commerce, and other organizations, studied the problems encountered by young job-seekers and co-operated closely with NES in efforts to find solutions to help young people select suitable occupations. They also carried out valuable research work to determine the vocational needs in several districts.

Testing—In the region, seven employment offices are equipped with testing facilities. During the year, 18,308 psychological and achievement tests were administered.

Handicapped—In 1963-64, a substantial number of positions were created in local offices for the counselling and placement of the handicapped, although all these additional positions were not filled by the end of the year. Effective results were achieved through increased technical assistance provided by regional office special services officers. In local offices, general placement sections contributed more to the placement of counselled handicapped, thus leaving more time for special services officers to concentrate on the placement of cases in need of special referral action. Placements in this latter category numbered 5,661.

The vocational training technical agreements, Programs 5 and 6, were used to a greater extent in an endeavour to increase the employability of handicapped workers through training. As a step in the counselling process, a number of handicapped were referred by special services officers to pre-employment courses given under Program 5. In addition, 329 women and 460 men were selected for training under Program 6. The NES representative on the Program 6 selection committee noted that a considerable number of the handicapped applicants selected for training had been counselled by special services officers in local offices of the region.

Notwithstanding the results obtained in the placement of handicapped workers and the noteworthy progress achieved in counselling toward vocational training, much remains to be done. In smaller centres, public contacts with organizations and the individual approach to employers is indicated, in order to emphasize that ability to do the job is the only factor in hiring. As new special services staff in local offices acquire more experience in counselling and promoting the placement of handicapped workers, substantial increases in placements should be noted.

Vocational Training—The implementation of the nation's expanded training program was particularly successful. Progress in the building of new technical and vocational high schools and trade schools under the federal-provincial agreements has been impressive. Some regional school commissions modified their curricula to include introductory courses for several occupations, e.g., service station attendants, waiters, and waitresses. Building trades apprenticeship centres, concerned about the re-training problems of journeymen, organized advanced courses.

An analysis revealed a 10 per cent increase over the previous year in the number of trainees and a five per cent decrease in the ratio of dropouts. Towards the end of the year, there were indications of a definite upward trend in the number of workers interested in pre-employment courses leading to entry into apprenticeship.

This integrated program produced hundreds of skilled and qualified workers such as heavy equipment operators, hairdressers, stenographers, typists, and industrial sewing machine operators. Trends indicated an increasing industrial participation in various "on-the-job" training schemes. Having a voice in vocational education through advisory committees, labour and management showed an increasing interest in implementation of training programs developed to meet the ever-changing labour market requirements.

Veterans—The employment situation for this group of applicants followed the same pattern as that of the labour force. Generally, counselling and placement presented little difficulty, except for older veterans affected by serious physical or mental handicaps.

Employer contacts on behalf of cases in need of special referral action were stepped up, and results achieved were satisfactory for candidates meeting minimum employer's requirements. It was noted during the year that the promotion work for this category of workers was becoming more difficult as most employers are more exacting in their requirements for all workers, including veterans.

As usual, many interviews conducted with veterans dealt with war veterans' allowance, the Canadian Pension Board, and reestablishment credit. Special services officers were able to handle most of the cases without difficulty. The number of veterans in need of further assistance from DVA remained at a normal level during the year.

EMPLOYMENT OF WOMEN

The number of women in the labour force increased by 1.2 per cent and made up 27 per cent of the total labour force. Of all placements made, 26.5 per cent were of women. This was a decrease of two per cent from the previous year.

Improved economic conditions and growing employer patronage brought an increased demand for workers in the professions, office, sales, and personal service occupations. There was a continuing shortage of qualified applicants.

Upgrading of the requirements for teachers in Quebec resulted in sizeable lay-offs. Some found employment in private schools but the majority had to accept jobs in other fields.

Close liaison with the World's Fair Organization resulted in the placement of many highly qualified secretaries. There was an expanding demand for competent clerical help, with employers being increasingly selective. Refresher courses and training programs were effective in assisting applicants to meet the employers' requirements.

Staff was successfully recruited for new shopping centres, for peak periods in retail stores, and as post office helpers at Christmas time. More married women displayed interest in part-time employment. The trend to self-service in many stores lessened the demand for full-time sales clerks.

The synthetic textile industry was particularly prosperous throughout the year but increasing automation caused an over-all decrease in the number of women workers required in the cotton mills. The expansion of the secondary textile industry caused a dearth of power sewing machine operators. Some employers implemented on-the-job training to alleviate the acute shortage.

Although more than 200 women from Greece and the West Indies were placed with householders in the province, the shortage of household service workers was alleviated only slightly. Courses were initiated in Lac St. Jean and the Saguenay district to train household workers. They proved very successful.

Because of modernization, automation, and faster methods of operating, employers generally were demanding better educated and trained workers and it was often difficult to meet their requirements.

WINTER EMPLOYMENT CAMPAIGN

Winter employment campaign committees and regional and local office personnel effectively publicized the "Do It Now" campaign and were able to enlist substantial support from community organizations and groups. An outstanding feature of the campaign was the realistic portrayal of "Mr. Do It Now" who acted as a guest speaker and appeared in parades and winter carnivals. This novel approach created considerable public interest and received wide publicity in newspapers and on radio and television.

Committees were active in 46 local office areas and in four areas staff members promoted the campaign. In the three remaining local office areas conditions were such that a campaign was not conducted.

Through editorials, news items, pictures and cartoons, newspapers provided an impressive total of 22,988 column inches of publicity. Sponsored newspaper advertising amounted to 22,500 column inches. Public service and sponsored radio broadcast time was 2,311 minutes and 8,021 spot announcements and similar television publicity totalled 426 minutes and 1,025 spot announcements.

The official opening of the ninth winter employment campaign of greater Montreal took place at the Chalet on Mount Royal. Approximately 1,000 people attended, representing civic government, employers, labour, the press, radio, and television. The acting mayor briefly reviewed the many major projects being undertaken in the city which were contributing substantially to maintaining a high level of employment throughout the entire year.

A survey conducted among 400 employers of the St. Jerome area revealed that 359 employees had been either hired or retained in employment as a direct result of the winter employment campaign.

The Three Rivers local office reported a high volume of wintertime construction on institutional, industrial, commercial, residential, and government projects. The value of this construction work amounted to approximately \$10,000,000 and provided employment for more than 500 workers.

EMPLOYMENT COMMITTEES

The Quebec Regional Employment Committee held two meetings at Montreal during the fiscal year—in October, 1963, and February, 1964.

At both meetings the regional committee gave consideration to subjects of particular interest to the Quebec region, and also to items of national interest, including NES participation in the promotion of winter employment and the provision of NES facilities for the forthcoming World's Fair.

Twelve local employment committees were active. These were located at: Chicoutimi, Drummondville, Granby, Hull, Levis, Montreal, Quebec, Rouyn, St. Jerome, Shawinigan, Three Rivers, and Valleyfield.

UNEMPLOYMENT INSURANCE

Offices of the Commission issued 7,033 coverage rulings, 1,648 fewer than in the year previous. In addition, head office issued 843 such rulings in respect of questions arising from this region, 26 fewer than the previous year.

At March 31, 1964, there were 93,521 employers in the province registered with Commission as employing insurable employees; this was an increase of 307 over the previous year. The total number of insured employees increased from 1,467,397 in 1962-63 to 1,547,252 in 1963-64.

The number of claims computed or recomputed was 472,841, a decrease of 33,200 from the previous year.

The results of the post-audit program revealed that, of 239,884 terminated claims for benefit which were audited, 10,949 claimants had made some form of misrepresentation with regard to earnings or unemployed status. In 10,431 cases, overpayment of benefit was established, amounting to \$214,957; this amount is an increase of \$12,499 over the year previous. In addition, disqualifications, which reduced future entitlement to benefit, were imposed in a number of cases; others were prosecuted and fined.

A total of 433,372 initial claims were processed, a decrease of 26,599 (5.78 per cent) from the previous year. Of these, regular benefit was established for 283,473 (65.4 per cent), seasonal benefit for 103,374 (23.9 per cent) and the remaining 10.7 per cent or 46,525 failed to qualify for any type of benefit.

Local offices in the region made 3,177,458 individual payments, a decrease of approximately 8.4 per cent from the previous year. Of this total, 1,924,429 were cash payments, and 1,253,029 were payment by benefit warrant.

During the fiscal year, 374,322 initial claims were adjudicated on which claimants fulfilled the contribution requirements in the first instance. Disqualifications were imposed on 46,593 (12.4 per cent) of these claims. In addition, 316,003 decisions were issued in respect of renewal claims filed during the currency of a benefit period; these were in regard to questions arising from continuing claims, and claims where the claimant subsequently fulfilled the qualifying requirements. Disqualifications were imposed on 84,333 (26.7 per cent) of these claims. A further 18,343 claimants were considered not eligible for such additional entitlement as the dependency rate of benefit on a continuing claim.

The 130,926 disqualifications imposed on claims on which entitlement had otherwise been established represented a decrease of 1,707 from the previous year.

Applications to have claims antedated numbered 1,701, of which 871 were approved. There were 10,702 applications for extension of the qualifying periods, of which 6,969 were allowed.

Boards of referees considered 8,308 appeals by claimants against decisions made by insurance officers. Of this number, 1,591 (19.2 per cent) were allowed. One case was referred by an insurance officer to the board of referees for decision and it was allowed.

TECHNICAL SERVICES

INVESTIGATION—ENFORCEMENT

During the year, investigations of all types increased by 12 per cent over the previous fiscal year and brought about a deeper rate of penetration. These investigations comprised a relatively important number of formal investigations of claimants believed to have made false statements with regard to "reason for separation from employment". A substantial number of prosecutions for such infractions of the Act were authorized and resulted in convictions.

Prosecutions under the Criminal Code were initiated and convictions were obtained in cases involving forgery of signatures or impersonation of claimant.

Changes in the regional enforcement personnel required an appreciable amount of training to be done immediately after appointments as well as during the following months.

Efforts were continued to obtain from employers better compliance with the Act and Regulations. The number of prosecutions of delinquent employers increased by 60 per cent over the previous year.

The total amount collected through garnishment action with regard to arrears of contributions and overpayments of benefit increased by nearly 41 per cent.

AUDIT

Forty-seven per cent of the employers in the region were audited during the year.

The audit of municipalities involved in winter works projects continued to be time-consuming and this, together with an average of 16 auditor vacancies, contributed to the ever-increasing audit interval. Collections of overdue accounts are becoming more difficult. Seventy-three per cent of the outstanding accounts are bankruptcy cases.

During the year, 100 local office cash verifications were made and there were 517 court appearances in connection with employer offences.

REPORT OF ACTIVITIES BY REGION

ONTARIO REGION

EMPLOYMENT

SERVICE TO INDUSTRIES

Primary Industries—Ontario's mineral production was down from the total established in the previous year; this was the third consecutive decrease from the all-time high registered in 1960. Notwithstanding the decline, Ontario accounted for 29.5 per cent of the total production for all of Canada.

The year's most serious decline was in the production of nickel, which was down by more than \$26,000,000, representing over 2,000 fewer job opportunities. While gold production was down, the work force remained fairly constant. Gradual declines in uranium production meant fewer jobs. However, increased production in iron and silver helped to offset these losses.

Although the production of most non-metallic products in Ontario increased over the previous year, three or four of this group had reduced output. The largest single loser was salt, registering a cut-back of about 13 per cent. Production of asbestos, nepheline syenite, and talc was also down. In the year under review, Ontario's mines, metallurgical works, quarries, clay, sand and gravel pits, and diamond drilling operations gave employment to 5.6 per cent fewer people than were employed during the previous year. The decrease could be attributed largely to cut-backs in production, and these were distributed fairly evenly throughout the industry.

During the year, NES offices in Ontario recorded a total of 1,603 placements in all branches of mining, a decrease of 294 from the previous year.

Estimates indicated a slight increase in the amount of wood harvested, although the amount of the increase was somewhat smaller than might have been expected. A trend in recent years for saw and planing mills to install chippers presented a lucrative new source of pulp-chips, and while this was not reflected in reductions in the amount of wood cut, it probably resulted in smaller annual increases in the production of pulp wood. Material that was once burned as waste is now put through chippers and used in the manufacture of paper.

Employment in the forest industry levelled off, the continued increase in per capita production preventing expansion of this labour force. A total of 3,344 placements was made by NES offices in this industry during the year, a decrease of 433 in comparison to the previous year.

In agriculture, weather conditions varied considerably throughout the season. A backward spring and cool temperatures prior to the harvest delayed maturity of some crops. Tomato canning was seriously affected, with the tonnage delivered to processors below the previous year. Lack of rain in southwestern Ontario resulted in near-drought conditions.

Vacancies notified declined somewhat in comparison to the previous year. This decrease could be attributed to a reduced acreage of some crops, particularly tobacco, and damage to fruit crops in some areas. The more buoyant economy which prevailed resulted in fewer suitable workers being available and necessitated increased efforts in recruitment.

Production of sugar beets in southwestern Ontario continued on a somewhat reduced scale as compared to a few years ago. A temporary NES office located on the premises of the sugar company functioned successfully during the blocking season, providing a better service to growers. Sufficient help was obtained to meet employers' needs.

As a result of the slow sales of the previous year's tobacco crop, a reduction of approximately 35 per cent occurred in the acreage planted. There was a tendency for growers to economize, resulting in a decrease in hirings. Late and uneven maturity caused delays in harvesting and an increase in labour turnover. The demand for experienced workers at the commencement of the harvest was alleviated by the referral of inexperienced help. As in previous years, during the adjustment period when students returned to school, difficulties were encountered in promptly filling requirements. In addition to the reopening of the temporary NES offices at Delhi, Langton, Vienna and Alliston, a similar service was provided by NES at Mount Brydges to assist the tobacco growers of Middlesex County. This proved very successful. In line with the decreased acreage, total placements at 8,179 showed a decrease of 21.5 per cent as compared to the previous year.

The demand for help to pick peaches, pears, grapes, apples, etc., was heavy, despite poor yields in some areas. Although labour requirements exceeded the supply at peak periods, crops were harvested with little loss. Harvesting of a late and uneven maturing tomato crop resulted in heavy demand and some shortages after students returned to school. A high level of employment in other industries, lack of accommodation, transportation and continuity of employment and the inability to earn a wage comparable to that paid by local industries, made recruitment difficult. Despite these problems, every effort, including intensive publicity, was made by NES offices to locate suitable workers.

Vacancies for experienced farm workers on dairy and mixed farms were difficult to fill. The placement of students and 247 workers from the Atlantic provinces on Ontario farms assisted greatly during the summer period.

During the year under review, NES offices in Ontario recorded a total of 32,078 placements, in comparison to 53,344 during the previous year.

Manufacturing—The increase in manufacturing employment which was reported in 1962-63, continued in 1963-64. High levels of production were generally maintained, particularly in the automotive, steel, lumber and agricultural equipment industries. Throughout the year, plant facilities were expanded and new plants were set up.

There was strong demand for workers of all skills in manufacturing industries. The movement of applicants, through the NES clearance system, helped to meet this demand but there was an acute shortage of skilled machinists, tool and die makers, and machine operators. To some extent, the shortage in certain trades was reduced through government-sponsored training programs.

The special program, devised in 1961-62, to recruit and select a sufficient task force of seasonal workers for canneries in southwestern Ontario, was extended to the Niagara Peninsula, with encouraging first year results. Cannery employers in both areas expressed satisfaction with the substantial reduction of labour turnover which was achieved.

Construction—The volume of construction activity in the Ontario region increased over the previous year. The major increase was in residential construction, and, in the latter part of the year, this was greatly assisted by the incentive programs

instituted by the Federal Government. Approximately 190,000 people were directly employed in these operations, but several thousands more were indirectly affected, raising the total number employed in the industry considerably above that of the previous year. NES was called upon to supply many of these workers, and they were readily supplied.

The industry was not affected by labour unrest to the same extent as it had been in the previous year, although there were disturbances in some of the urban areas. These were, in most cases, amicably settled.

NES was recognized by more and more of the construction operators, and, as a result, could take a more active part in assisting in the organization of the labour force. Many of the larger firms used the service to better advantage.

Transportation—Buoyant business conditions and intensified sales promotion methods contributed to an improved showing by rail carriers.

Air (freight and passenger) and truck transportation made significant gains over the previous year.

The total tonnage shipped through the St. Lawrence Seaway and the Welland Canal increased by approximately 20 per cent over the previous year.

Finance, Insurance and Real Estate—National Employment Offices continued to supply many workers to firms in these fields. Banks and finance companies had a good year, a reflection of general prosperity. Many companies had moved from their more traditional roles and entered other fields of finance to take advantage of increased savings, credit, and investments. This expansion offered wider opportunities for employment and promotion. Staff recruiting remained a problem in many areas, owing to a shortage of interested applicants having the necessary education and experience.

Insurance companies continued to attempt to recruit salesmen, but otherwise qualified applicants were deterred from applying by the uncertainty of commission earnings and the evening work which is associated with this occupation. Turnover among female clerical staff accounted for most of the employment problems, but this eased from the previous year. There was a steadily increasing use of electronic equipment, which changed the employment pattern in many firms.

Commission salesmen continued to be in demand with little interest being shown by applicants.

Trade—Sales volume for most wholesale and retail establishments advanced markedly over the average of previous years but competition kept prices and profits down. Generally higher wages throughout the region, specifically in those areas affected by the Ontario minimum wage regulations, had merchants taking a sharper look at staff costs. The trend toward more self-service and the greater use of contingent staff was increasingly evident. Longer store hours also materially increased labour costs. These longer hours and split shifts made the work less attractive to many workers.

The industry was marked by continued expansion of facilities and outlets, the largest being the Yorkdale complex in suburban Toronto. This centre alone created approximately three thousand sales and supervisory positions; these were filled without undue difficulty. With few exceptions, the supply of sales clerks across the region was sufficient to meet the demand. While self-serve operations continued to reduce the need for highly competent staff, specialty sales persons, particularly in areas such as the higher class women's wear, were still very much in demand.

Services—The services industry continued to be one of the fastest-growing industries in the region, offering an estimated 25 per cent of all the employment opportunities. With the increasing population having more money and more time to spend it, there was a continuing demand by the public for more services in all fields. Government services were no exception as almost all levels of government brought down record budgets to cover increased spending and services. The industry, in addition to offering more employment opportunities, continued to raise its standards and its demands for competent staff. Training facilities for service workers increased and the better jobs attracted well-qualified workers from outside the industry itself.

Recreational services continued to modify and expand their facilities to provide for year-round activity, reducing seasonal employment and making the industry more attractive to career-seeking workers. Employment problems were usually concerned with ability rather than availability. The industry tended to attract many unqualified and inexperienced workers not acceptable to employers.

EXECUTIVE AND PROFESSIONAL

Services available through the executive and professional division continued to gain increased acceptance by employers and applicants alike. With the establishment of the North Bay E & P division, full coverage was provided for the entire region.

Continuing shortages of well-qualified professional and semi-professional personnel prevailed throughout the entire year. Medical and social service occupations were in great demand, closely followed by requests for electrical, chemical and mechanical engineers and technicians. Both employers and applicants became more selective in their respective choices as far as qualifications and opportunities for advancement were concerned. Mergers, takeovers and relocations of industrial and commercial employers resulted in the temporary displacement of a number of well-qualified administrative personnel who, in most cases, were over the usually-preferred hiring age by employers.

University student placement officers reported unqualified success in both arranging interviewing schedules and the number of placements effected. There was a progressive awareness of the facilities of NES in universities and technological institutes throughout the region by students interested in part-time and permanent employment.

SPECIAL SERVICES

Youth—Co-operation with Ontario secondary schools continued as guidance teachers and NES special services officers met more frequently to solve the problem of a growing youth population entering the labour force. Talks were held at the provincial level in an attempt to organize a more comprehensive employment placement service for graduating students in the community. In an experimental project in London, the secondary schools co-operated at the Board of Education level to determine the best methods of providing NES service to high school graduates. NES continued supporting guidance teachers on the "Stay in School" theme and telling students of conditions and opportunities in local labour markets.

Vocational Training—Activities related to vocational training were maintained at about the same level as during the previous year. More individuals were referred to apprenticeship training as well as to UIC-approved courses where claimants pay the cost of their training. Recruitment and selection of unemployed persons for

training under Program 5 levelled off during the period. A significant development in this Federal-Provincial program in Ontario was the special attention given to northern communities. NES co-operated with the Ontario Department of Education and with Frontier College to produce an academic up-grading course at Elliot Lake for seasonal workers from lumbering and mining camps and railroad gangs. NES also co-operated in a special recruitment drive to offer Program 5 training to unemployed Indians in the Moose Factory and Moosonee area at James Bay.

Rehabilitation—There was an appreciable increase in the number of disabled persons referred by local offices for training, restorative treatment or vocational assessment under the Vocational Rehabilitation of Disabled Persons Act. An increase in the number of handicapped persons referred to special services divisions by various agencies for employment placement service was also reported.

NES local offices reported good success in placing older workers in employment. Part of this was attributable to increased employment opportunities in the labour market, but increased staff to handle employment counselling also played an important part.

A major re-organization in the Ontario Department of Reform Institutions was underway during the year. NES kept in touch with provincial officials to strengthen its employment placement services to recent discharges from reformatories and training schools.

Close liaison was maintained between NES and Ontario regions of the Indian Affairs Branch of Citizenship and Immigration. An increasing number of Indians sought employment and were assisted under the integration program for selected Indians.

The employment counselling service of NES was strengthened considerably by a staff increase of 40 full-time special services officers throughout the region. Increasing demand for this service was due to the effects of automation, the success of physical rehabilitation programs, the growing number of servicemen returning to civilian life as well as an expanding surge of dropouts and graduates from secondary schools. Many persons with personal disadvantages in competing in the labour market found such counselling effective and were successfully placed.

Veterans—High levels of employment resulted in increased opportunities for veterans seeking work through NES. Counselling of older veterans continued in volume requiring close liaison and co-operation with DVA and visiting veterans welfare officers. An increase in the registration of recently-released long-term servicemen was noted in the latter part of the year. Many ex-servicemen took advantage of training under Program 5, to up-date skills or to learn new skills before entering the competitive labour market.

EMPLOYMENT OF WOMEN

During 1963-64, women continued to comprise approximately 29 per cent of the labour force in the Ontario region, the monthly average being 730,400, an increase of 35,700 over the monthly average during the previous year.

However, the number of women's applications for employment, and of vacancies for them, decreased slightly. This could be attributed, in part, to greater stability of employment with fewer lay-offs and recalls and less need for additional hirings. As a result of these factors, women's placements also decreased by seven per cent although they continued to account for approximately 35 per cent of all placements.

There was little change in the demand for professional workers with shortages of qualified applicants in nearly every category. In the health services, nurses continued to constitute the main shortage. Physical therapists, laboratory technicians, dietitians and pharmacists were also in short supply. In other sections of the professional field, many positions for social workers, librarians, physical training instructors, and teachers of commercial and vocational subjects, could not be filled.

While graduating classes and the steady return of many married women to paid employment increased the supply of skilled clerical workers, it was not sufficient to meet the expanding requirements of business and industry. Experienced stenographers, typists, and clerk-typists were most in demand, followed closely by dictaphone operators and certain categories of business machine operators. With increasing emphasis on a background of high school graduation, these requirements were often impossible to meet. Experienced tellers and clerks for banks, trust, and insurance companies were especially difficult to obtain, as were suitable trainees.

Continuing expansion in the retail field created an increased demand for all categories of retail personnel. Sales persons experienced in specialized lines continued in general short supply and, in many of the larger centres where employment opportunities were more varied and plentiful, even suitable sales trainees were fewer than the requirements. The increasing trend to evening shopping as well as regular weekend work created added difficulty, which was reflected in substantial staff turnover. Women's divisions participated increasingly in the staffing of shopping plazas and new retail outlets, in many instances supplying a large part of the key personnel.

In line with the over-all prosperity, there was steady demand for service workers, especially during the vacation season when upwards of 4,400 women were placed in tourist and resort operations and other seasonal enterprises. The main shortages continued to be experienced waitresses, cooks, hairdressers, skilled laundry and dry-cleaning operators, and household workers willing to "live-in".

As in the past several years, the supply of experienced shoe stitchers, power sewing machine operators, spinners, weavers, and hosiery loopers was not adequate to meet requirements. Although more employers were willing to establish on-the-job training programs, the recruitment of suitable trainees often posed difficulty.

A greater number of women took advantage of training and educational programs. Clerical, stenographic and academic upgrading courses appeared to have the greatest appeal. Less interest was shown in sales and waitress training.

Trends in women's employment in the region continued to underline the steady return of married women to the labour force and the increasing popularity of temporary and part-time work arrangements.

WINTER EMPLOYMENT CAMPAIGN

Excellent public service support for the winter employment campaign was received from newspapers and radio and television stations. This was augmented by a large volume of sponsored advertising provided by business and industry. Newspaper advertising amounted to 57,418 column inches, while editorials and news items totalled 12,367 column inches. Radio broadcast time was 1,466 minutes and 7,750 spot announcements; television coverage amounted to 161 minutes and 869 spot announcements.

Winter employment campaign committees were active in 51 of the 67 local offices; in many instances, community organizations and groups gave valuable assistance to committees and local office staffs.

EMPLOYMENT COMMITTEES

The Ontario Regional Employment Committee did not meet during the year.

Twenty-one local employment committees were active. These were located at: Brantford, Chatham, Cornwall, Galt, Hamilton, Kingston, Kitchener-Waterloo, London, Oakville, Oshawa, Ottawa, St. Catharines, Sarnia, Sault Ste. Marie, Simcoe, Stratford, Sudbury, Timmins, Toronto, Welland, and Windsor.

UNEMPLOYMENT INSURANCE

There were 14,371 coverage rulings issued, an increase of 169 over the previous year. The 265 rulings issued by head office with respect to inquiries originating in the local offices in this region represented an increase of 11 from the year previous.

The number of employers registered as employing insurable employees increased from the previous year by 239 to a total of 115,383 at March 31, 1964. There was also an increase in the number of insured employees from 1,914,465 at the end of March, 1963, to 1,927,095 at March 31, 1964, an increase of 12,630.

The number of claims computed or recomputed decreased by 52,011 from the previous year to a total of 436,607.

In keeping with the Commission's post-audit program, a post-audit of 174,030 terminated claims for benefit was conducted. The results disclosed that 8,313 claimants had made some form of misrepresentation with regard to earnings and unemployed status in order to collect unemployment insurance benefits. In 7,174 cases, overpayment of benefit was established, amounting to \$158,750; this was a decrease of \$55,388 from the previous year. In addition, 6,345 claimants had disqualifications imposed which reduced their future entitlement to benefit, and a number were prosecuted and fined. There are still 299 cases pending.

During the year, 406,088 new applications for benefit were received, a decrease of 60,852, or 13.03 per cent, from the previous year. Regular benefit periods were established for 289,107 (71.2 per cent) of these claims, seasonal benefit periods were established for 75,016 (18.5 per cent) and 41,965 (10.3 per cent) failed to qualify for any benefit.

A total of 3,042,559 individual payments was made, a decrease of approximately 14.3 per cent from the previous year. Of this total, 2,075,680 were cash payments and 966,879 were payments by benefit warrant.

Mechanical equipment for the payment of benefit was installed in the Toronto Eastern zone office in October, 1963. Later, this installation provided service to the Spadina Avenue and Richmond Street offices. By this means, payment by cash has been eliminated at these offices, and all claimants report and are paid by mail.

A total of 353,694 initial claims was adjudicated on which claimants fulfilled the contribution requirements in the original instance. Disqualifications were imposed on 53,860 (15.2 per cent) of these claims. In addition, 311,931 decisions were issued in respect of renewal claims filed during the currency of a benefit period; these were in regard to questions which arose from continuing claims, and claims where the qualifying requirements were subsequently fulfilled. Disqualifications were imposed on 81,815 (26.2 per cent) of these claims. There were also 11,804

cases where claimants were considered not eligible for such additional entitlement as the dependency rate of benefit on a continuing claim. The total number of disqualifications imposed on claims on which entitlement had otherwise been established was 135,675.

Applications to have claims antedated numbered 1,523, of which 754 were approved. There were 7,050 applications for extension of the qualifying periods filed, of which 5,463 were allowed.

Boards of referees dealt with 9,914 appeals by claimants from decisions of insurance officers. There were 1,158 (11.7 per cent) allowed. One case was referred by an insurance officer to the board of referees for decision and it was allowed.

TECHNICAL SERVICES

AUDIT

Fifty-nine per cent of the employers in the region were audited during the year.

Vacancies continued to be a problem and the length of time between audits is increasing. Collections are slower and instalment arrangements are becoming more common.

During the year, 118 local office cash verifications were made and there were 529 court appearances in connection with employer offences. A total of 300 man-days was lost through the loan of auditors to the insurance branch in connection with the registration program.

INVESTIGATION—ENFORCEMENT

The total number of investigations completed numbered 47,389. Of this number 12,450 were formal and 34,939 spot check and miscellaneous investigations. As a result of formal investigations, penalties totalling \$193,433 were imposed under section 65 of the Act, and consent to prosecute was issued in 408 cases. Prosecution proceedings were brought against 452 claimants resulting in the imposition of fines in the amount of \$43,671.

Saturation checks were carried out in every local office area except Timmins and Kapuskasing, with satisfactory results. A number of local office areas were revisited by the saturation group during the year. The saturation group operated at full strength through most of the year with the result that the number of spot checks completed increased by some 9,000.

During the year 1,465 reports of employer infractions were reviewed and in 529 of these cases prosecution followed. Convictions were registered against 491 employers resulting in total fines of \$16,660.

There was a noticeable increase over the previous year in the number of garnishment notices issued with respect to claimants. In the 1962-63 fiscal year, the sum of \$18,442 was collected and 500 garnishment notices were issued. During the past fiscal year collections amounted to \$44,750 and 825 garnishment notices were issued. There was also some increase in the number of garnishment notices issued in respect of employers, resulting in a corresponding rise in total collections.

REPORT OF ACTIVITIES BY REGION

PRAIRIE REGION

EMPLOYMENT

SERVICE TO INDUSTRIES

Primary Industries—Metal mines in the region, with the exception of one iron ore reclamation project and coal mines producing coal for domestic consumption, maintained production at peak levels. Although several metal mines ceased operations, a number of new mines opened to offset the close-downs.

Although NES offices were moderately successful in providing employers with experienced miners, there was a continuing shortage of experienced miners and mine tradesmen. Some suitable inexperienced workers were available and hired.

In northwestern Ontario, metal mines continued to work at peak capacity, and there was a continuing shortage of experienced miners.

In Manitoba, activity in metal mines increased. NES assisted two gold mine operators in securing experienced underground workers, thus enabling the employers to stabilize their operations. Mine employers in northern areas continued to operate at peak capacity but employment activity at the large nickel-producing plant decreased. For the first time in 10 years, activity in the province's oil fields showed an increase. Some oil rig workers were available and NES offices were successful in meeting employers' demands.

Activity in the Saskatchewan potash mines increased. The potash mine that was closed down over the past two years for shaft repairs and installation of more modern and efficient processing equipment was preparing to resume operations. Two other potash-producing companies were carrying out exploratory drilling on their potash property.

Saskatchewan coal mines produced less than usual, because of the unusually warm winter. Generally, there was a surplus of miners available through NES offices.

Increased activity was noted in the province's oil drilling program. Most of the activity was centered in the heavy crude oil fields. The oil field in the south-eastern section of Saskatchewan was unitized and water flooding was underway. NES offices were successful in meeting the unusually large demand for skilled tradesmen and oil rig workers required for these various projects.

Despite the closing down of two mines in Alberta, one on a temporary basis and the other on a permanent basis, conditions in the metal mining industry continued buoyant. To offset these closures, a new mining operation opened up. At the end of the year, NES had met employers' demands for experienced workers, notwithstanding the continuing shortage of mine tradesmen. NES offices were also successful in relocating the majority of miners displaced by metal mine close-downs.

The demand for coal for domestic house consumption in Alberta was not as great as in past years. However, coal produced for use by industrial and power-generating plants increased in tonnage, influenced by a number of new plants going into production and one power house starting to generate electricity. One coal

mine producing coal for domestic consumption ceased operations during March, while a second mine closed down on a temporary basis during this period. As a result, mine workers were unemployed. These workers, however, were not suitable for referral to mines producing for the export market. The demand for coal for the export market provided continuous employment.

Oil well drilling activity in Alberta was at approximately the same level as during the previous year.

Generally, through the Prairie provinces, NES offices met employers' requirements. A total of 4,728 placements was made in mining, a decrease of 706 in comparison to the previous year.

Activity in the forestry industry in the region increased slightly. For the first time in a number of years, workers listed on seniority recall were fully employed. As a result, it was necessary for NES offices to recruit other workers.

A relatively steady employment pattern developed in the woods of north-western Ontario. This was achieved by accelerated mechanical logging, higher individual productivity, and lower turnover of manpower. These changes, together with the trend towards commuter operations, created a professional-type logger. It was significant that production and usage of wood residue, formerly waste, increased by approximately 25 per cent in 1963, as compared to usage in the previous year. However, this did have one unfavourable effect, in that cordage allotted to farm producers decreased by the above percentage. A peak labour force of approximately 6,500 workers was employed in this industry during the year.

The introduction of more efficient mechanized equipment in Manitoba reduced labour requirements.

In Saskatchewan, salvage of fire-killed timber continued on a reduced scale and the number of small contractors employed in the forestry industry increased. The majority of workers employed was drawn from farms and Indian reserves in the immediate logging areas.

Alberta logging operations were carried out at peak capacity during the year. Construction of the new railway in the Peace River area opened up a new forestry operating area. As a result, expected record production was surpassed by approximately five per cent. There was a shortage of experienced loggers, and NES offices used all media of publicity to locate the experienced categories of workers required.

During the period, the Prairie region recorded a total of 3,035 placements in forestry operations, in comparison to 3,377 during the previous year.

Conditions favourable to agriculture prevailed throughout most of the year in the Prairies. Harvest weather was exceptionally good and the bulk of the crop was taken off by mid-October.

Western Canada's wheat crop surpassed the previous record set in 1952, and exceeded 1962 by approximately 28 per cent.

Field fall work was 70 per cent completed before winter weather set in. Because of the open winter, cattle were left to field graze later than usual.

There was only one organized movement of farm workers in the region, and that was from Indian reserves of northern Alberta and Saskatchewan to the sugar beet farms in the Lethbridge area; an estimated 2,500 workers were recruited by the NES.

In northwestern Ontario, favourable weather conditions prevailed throughout the growing and harvesting seasons. As a result, grain harvesting was completed in September. Harvesting of other field crops was completed by mid-October.

There was an adequate supply of coarse grains and hay to carry livestock through the winter. The supply of farm help through NES was limited but adequate to meet farm employers' requirements.

Field moisture conditions in Manitoba, although not favourable in the early part of the spring, improved later on, and, as a result, a better-than-average crop was harvested. More acreage was seeded to sugar beets but unfavourable weather caused a smaller harvest. While NES supplied some of the required farm help, throughout Manitoba there was a general shortage of experienced farm workers.

In Saskatchewan, sub-soil moisture was low because of light precipitation during the first five months of the year. In spite of this condition, farmers made an early start in spring work. Cool backward weather, however, generally delayed any rapid progress of seeding of the grain crops and farmers delayed operations awaiting warm weather in order to obtain satisfactory kill of wild oats. At the end of July, the appearance of crops in Saskatchewan was excellent and conditions indicated an average wheat yield of approximately 35 bushels per acre. Insect damage was fairly well controlled and no serious loss was suffered. Harvesting was completed by the first week of October. Owing to the unusually fine fall weather, farmers were able to complete fall field work. There was a shortage of experienced farm machinery operators, as well as farm helpers with valid truck driver's licenses.

Moisture conditions in the early part of the year varied in Alberta. Precipitation was below normal in the south and central parts of the province, while soil moisture conditions were favourable in the Red Deer, Edmonton, and Grande Prairie areas. Harvesting of the grain crop was completed by October. All areas in the province, with the exception of the Peace River, had a sufficient supply of feed grains and hay to carry the record number of cattle throughout the winter. Vacancies listed with NES were in excess of available supply, and the shortage of married farm couples and dairy workers persisted.

The Prairie region recorded a total of 13,686 placements in agriculture during the year under review. This was a decrease of 1,351 placements in comparison to the previous year.

Manufacturing—Manufacturing employment continued to expand in the Prairie region. Contributing to the progress experienced was the considerable wheat crop, with ready foreign markets. Many manufacturing industries expanded their facilities and most of them maintained a steady level of production.

Shortages of skilled manpower occurred in some trades and the NES clearance system was utilized to a larger extent than heretofore. It was encouraging that 78 per cent of the job vacancies notified to NES offices were filled from local, regional or inter-regional placements.

In Manitoba and northwestern Ontario a high level of manufacturing production was generally maintained throughout the year. Steady employment was provided by the pulp and paper mills; manufacturers of farm implements increased their labour demands and the NES recruited many of the additional workers required.

Flour mills operated at a low capacity in the early part of the year, with consequent unemployment of a number of workers. However, the export sale of large quantities of wheat and flour resulted in a notable improvement in the latter part of the year.

Metal workers, machinists, and skilled textile workers were in short supply but, on the whole, NES was able to meet manufacturers' demands.

In Saskatchewan, steady employment was provided by the foods and beverages industry, with the exception of meat packing which operated at a slower rate. Employment was at a high level in the wood products and potash industries. As in Manitoba, the flour milling industry, after a slow start, was producing to near capacity by the year-end, thereby providing steady employment.

No significant shortage of manpower was reported and NES generally satisfied employers' demands for labour.

In Alberta, the structural steel, oil, sulphur, and peat moss industries increased their production; the resulting demands for labour generally were met by NES. However, a shortage of welders for the steel industry was evident.

An exception to the general good employment conditions in the province was the aircraft repair industry which provided substantially less employment than usual.

Construction—Activity in the construction industry during the year compared favourably with the record of recent years. The employment index showed a slight improvement and construction workers registered with NES decreased in number, particularly towards the year-end.

Work on the Squaw Rapids project in northeastern Saskatchewan was virtually completed and the South Saskatchewan River Dam was also reaching its final stages. The Grand Rapids project in Manitoba was drawing to a close and first power will be generated by the end of 1964.

Other multi-million dollar major projects in the region, including the atomic energy plant at Pinawa, Manitoba, and the potash plant at Belle Plaine near Moose Jaw, were proceeding on schedule. The world's largest gas processing plant at Empress, Alberta, was due to go into operation in the spring of 1964. Simultaneously, liquid petroleum gas was to flow from this plant to Winnipeg.

NES was instrumental in providing a substantial number of workers to contractors engaged on these and other projects in the Prairie region.

Housing starts were slightly higher than the record established in the previous year; the number of starts in the region more than doubled as a result of the winter house building incentive program. It was particularly noteworthy that NES offices in the region reported considerably fewer construction workers registered than in any recent winter, and demands for workers had to be met, in some instances, by assistance from other offices.

The volume of pipeline construction undertaken was higher than in the previous year. A sufficient number of qualified Canadian pipeline workers was available to meet all contractors' demands.

In northwestern Ontario, while no large-scale projects were reported at the Lakehead or other centres, a substantial number of smaller undertakings provided work for most tradesmen and many unskilled men.

In Manitoba, the volume of construction attained a total value of approximately \$420,000,000. Some 32,000 men were directly employed in the industry during the peak season.

Nearly \$400,000,000 worth of construction was undertaken in Saskatchewan and employment was provided for some 30,000 workers. This comparatively high volume of work reflected the impact of large wheat sales and the generally improved economic conditions in the province. Large-scale projects underway included the Kalium Potash Mine at Belle Plaine and a smaller potash expansion at Esterhazy. Full-scale operations continued at the South Saskatchewan River Dam, where work was on schedule.

Alberta's construction picture gave cause for considerable satisfaction. More than \$800,000,000 worth of construction was undertaken and some 58,000 men were employed during the peak season. The Calgary area alone had a construction volume of close to \$100,000,000. Provincial expenditures on university buildings and schools remained high. Road building and heavy construction programs contributed materially to the high volume of work in the province.

Transportation, Storage and Communications—Several events contributed to buoyant conditions in the transportation and storage industries. Unusually mild fall and early winter weather allowed railway extra gang work to continue into January. An excellent harvest and the securing of overseas contracts for flour and wheat brought about much activity in the movement and storage of grain. Railway companies' incentive fares had a decided effect on passenger business. Both railways put extra cars and trains into operation to cope with this increase in passenger traffic. NES recruited many of the workers required.

In northwestern Ontario, total water freight out of the Lakehead was 14,000,000 tons, as compared to last year's total of 12,500,000 tons. The number of vessels calling at the Lakehead increased from 1,369 to 1,452. Employment opportunities also increased and the services of NES were used to a greater extent. Grain elevators reported a record year at Fort William, with approximately 80,000,000 bushels of grain being shipped.

Air travel to northern Manitoba was brisk during 1963. Both railroads reported improved passenger traffic out of Winnipeg over previous years. This trend was also evident in both air and bus travel. The port of Churchill had an increase in tonnage, with a record number of grain cars running to Churchill.

A record harvest brought about much activity with grain storage elevators and railways moving grain in Saskatchewan. A substantial number of workers were hired by these industries to keep pace with increased business, and the services of NES were used to a greater extent.

Throughout rural areas, telephone lines were rebuilt, repaired and extended for the transfer to the dial system. Requests for skilled workers were readily serviced.

A heavy movement of grain, as well as increased production and movement of sulphur and potash, resulted in an increase in freight movement out of Alberta. Extra equipment and crews were pressed into service to keep up with the demand. A number of new storage elevators were built on the Great Slave Lake Railway to facilitate the movement of grain. All this activity produced greater employment opportunities and NES facilities were strained to meet requirements.

Finance, Insurance and Real Estate—Banking activity increased during the period, and this was reflected in both commercial and small loans. A number of new branches were opened during the year. Employment opportunities increased in line with business, and requests for female stenographers and typists, bank clerks, tellers, bookkeeping machine operators, and bookkeepers were serviced by NES.

Insurance sales generally increased, with the usual demand for high school graduates and university students. Some difficulty was experienced in the early part of the year in attracting suitable applicants for insurance salesmen.

Real estate sales on the Prairies were up roughly six per cent over the previous year but at Edmonton sales increases of 70 per cent were recorded. The Federal Government's house building incentive program allowed sales to continue through the winter months and was largely responsible for the improved real estate picture.

Requests for real estate salesmen were much easier to service, as the field was lucrative and thus more attractive to applicants.

Trade—Stores catering to tourists in northwestern Ontario reported an increase in activity over the previous year. This improvement was reflected in hirings through NES by the industry and demands were mainly for fully-qualified sales personnel.

Wholesale food outlets at the Lakehead experienced higher sales volume and NES secured staff for new, large supermarkets opened in Port Arthur and Fort William.

In Manitoba, wholesale sales of farm implements and equipment continued to soar during August. Starting in November, there was increased activity in the demand for workers with wholesale lumber and fuel companies. This demand was met by NES. The healthy state of the farm economy, owing to sales of wheat to European and Asiatic countries, led most wholesalers in the agricultural field to anticipate an increase in activity.

Recruitment for large departmental and mail order stores in Winnipeg started in September and NES used all its facilities in arranging for a suitable work force to meet their demands.

Farm implement dealers in Saskatchewan had heavy sales of seeding and tillage equipment, requiring additional workers through NES. Hirings through NES increased as retail lumber companies experienced a boom in sales of building material used for grain storage bins.

The improvement in the economic picture in Saskatchewan resulted in increased activity in the retail field. NES was able to meet the demand in most instances, but the supply of experienced sales persons diminished rapidly.

In Alberta, retail and wholesale trade continued to show a healthy increase over the previous year. Nine allied stores went into operation in a major shopping centre in downtown Red Deer. NES had a sufficient number of applicants available to meet the demand.

Increased activity in the wholesale business in Calgary increased the demand for stenographers and secretaries. Male stock clerks, shippers and general office workers were also required.

Farm implement dealers had a very busy season. The demands exceeded the supply, and, at the end of the year, some dealers still had a backlog of orders.

Service—The increased development of health facilities, schools, amusement parks, new motels and hotels, as well as greater tourist traffic, resulted in more demands for workers in the service industries. These industries accounted for more than 30 per cent of all placements in the region.

The supply of workers was sufficient to meet the demand for sub-staffs in hospitals but there was still a shortage of professional help. Large numbers of undergraduate students augmented non-professional personnel in hospitals during the summer months and special campaigns were carried out by NES during the year to meet the demand.

Special events, such as exhibitions, fairs, race meets, tournaments, conferences, and bonspiels afforded casual and temporary employment to large numbers of workers.

In northwestern Ontario, a tourist guide course given at the Quetico training centre near Atikokan, Ontario, was instrumental in assisting NES in filling vacancies

caused by the increased tourist trade and the demand for guides. The Lakehead experienced the best tourist season in its history with the opening of the new scenic highway.

In Manitoba, to alleviate the situation of long lists of patients awaiting admission, hospitals in Winnipeg resumed full Saturday schedules. Some staff was supplied by NES and graduates from the Manitoba Institute of Technology will be a source of supply of licensed practical nurses, laboratory technicians, radiologists, and other supporting personnel. Occupational therapy and physiotherapy courses were also started in Winnipeg.

A number of new tourist camps went into operation in the Flin Flon area to accommodate the increased influx of tourists, with NES supplying the required workers.

In Saskatchewan, a new \$6,000,000 general hospital opened in Saskatoon and was successfully staffed by NES through recruitment of workers from points in Canada and the United Kingdom.

A new 120-bed geriatric centre was officially opened in Swift Current, providing one of the most up-to-date services of its kind in Canada. While some staff was transferred from other centres, NES participated in the recruitment of other personnel.

Saskatchewan experienced a boom in the tourist industry and, as a result, many vacancies were filled by NES offices in the province.

In Alberta, NES took an active part in recruiting staff for hospitals in Red Deer, Edmonton, and Calgary; additional hospital and nursing home facilities, as well as short-term therapy centres, were made available for the public.

With the increased tourist trade, many demands were placed on NES offices in the provinces to supply supervisors, grounds keepers, and other required staff.

EXECUTIVE AND PROFESSIONAL

While E & P vacancies and placements were not as high in volume as in the previous year, applications for employment showed an increase over the year.

Many of the employment opportunities received were for applicants with specialized experience and difficulty was encountered in locating applicants with this type of ability.

Advertising on behalf of employers and by NES offices produced some excellent candidates. The more highly qualified were, in the majority of cases, employed and seeking changes for betterment.

Shortages of staff for E & P operations limited the penetration of that portion of the labour market which employs professional or managerial staffs. Student placement offices had more employment opportunities for graduates and graduate study groups. Employers conducting interviews on campus were evident in greater numbers and current indications showed this trend would continue into the 1964-65 academic year.

Throughout the year, there was a steady demand for professional engineers. Shortages developed of electrical engineers with power distribution experience, mechanical and structural engineers with design experience in the heating, ventilating and air conditioning fields, and, to a lesser extent, petroleum engineers with specialized experience.

Civil engineers and surveyors with experience in municipal works were required during the summer months, but during the winter months this requirement declined.

A need for chemical engineers in the petroleum industry and in Saskatchewan's potash industry became evident early in the spring and continued through the year.

Seasonal geophysical activity created requirements for seismic personnel. The activity in this field, primarily in Alberta, approximated that of the 1962-63 season. Several shortages arose and caused some curtailment of exploration which would normally have been carried out.

Draftsmen were in constant demand through the entire period and most requirements were met. Severe shortages in the mechanical, piping, and structural fields developed during the fall and winter and extreme difficulty was experienced in locating suitably-qualified candidates for these positions.

Chartered accountants and accountants with degrees were required throughout the year but general accountants with only practical experience were difficult to place.

Salesmen in various categories were in active demand. However, shortages of applicants developed in the technical and sales engineering fields. There were many unfilled opportunities for mutual fund and insurance sales, with few qualified or well-motivated applicants.

Office, retail sales, and credit managers were available throughout most of the region but vacancies and placements were quite light.

There were continuing shortages in the female professional field. Nurses were still required, particularly in the non-urban areas, although there was a surplus of registration for nurses desirous of obtaining day work in doctors' offices. A lack of therapists, dietitians, medical laboratory technicians, librarians, and qualified social workers was also noticeable.

Prairie region student placement offices had a busy year. Employment registrations were ahead of 1962-63 and placements of graduate students increased. Difficulty was experienced in locating summer employment in all areas of the Prairie region.

The teacher placement service at student placement offices in Saskatchewan and Alberta was very active. The expansion of specialized teacher placement service to all NES offices in these two provinces was not as rewarding as expected. Only 34 placements were recorded. It has now reverted to the normal E & P operation.

In addition to the technological institutes in Calgary and Moose Jaw, the Northern Alberta Institute of Technology had a full-time course operating, and was serviced on a part-time basis by loan of an officer from the Edmonton NES office. The first graduates of terminal courses will be in the labour market in the spring of 1965. Winnipeg's Manitoba Institute of Technology will also be graduating terminal course students at the same time.

Junior colleges affiliated with the University of Alberta were active in Lethbridge, Calgary, Red Deer, and Edmonton and were serviced on a part-time basis by local offices. Another college was approved for Grande Prairie recently and is expected to commence operations in the fall of 1965.

The Lakehead College was serviced on an ever-expanding basis and the first degree students in the Arts Faculty were exposed to some permanent employment opportunities for the first time. With additional staff now becoming available, NES will be in a position to give greater service.

SPECIAL SERVICES

Counselling interviews and the number of persons starting vocational training increased over the previous year; agency referrals across the region also increased.

Referrals of applicants from agencies and general placement sections to special services officers remained at the same level as in the previous year. However, placements of handicapped and older workers gained more momentum toward the end of the year.

Training facilities were expanded at the Lakehead and Kenora to accommodate more unemployed persons under Programs 5 and 6. A notable increase in vocational training counselling and in course starts was recorded.

Requests for selective placement service increased throughout the year in Manitoba and a notable upward trend in placements of discharges from penal institutions was recorded.

Basic training for skill development courses were attended by a greater number of unemployed workers and training allowances were paid to trainees by the Department of Education. The Manitoba Institute of Technology became fully operational in September. New training courses in medical laboratory technology and for library assistants were made available to applicants under Program 5.

Selective placements declined slightly from the previous fiscal period in Saskatchewan. However, co-operation by special services with rehabilitation authorities was consistently maintained; rehabilitated applicants were moved to the locality of work at provincial expense.

Training facilities provided by Program 6 were used frequently to assist handicapped workers to prepare for gainful employment. The number of persons who undertook training courses advanced by seven per cent over the previous year. Educational upgrading courses at junior and senior levels were popular.

In Alberta, interviews leading to selective placement were at a level similar to the previous year. Agency requests for NES assistance were more numerous, especially in Calgary and Edmonton.

Training starts in Alberta increased by seven per cent over the previous year.

Veterans—Occupational counselling was provided to veterans having long- and short-term service. Veterans with technical training were easily absorbed into the labour market.

Urban Integration of Selected Indians—Contact with Indian Affairs Branch representatives was continuous in Winnipeg, Calgary, Edmonton, Saskatoon, and Regina. Thirty-one selected cases were referred to special services during the fiscal year. While some of these required further rehabilitation assistance by the Indian Affairs Branch, the majority were placed in employment.

EMPLOYMENT OF WOMEN

The women's labour force increased slightly in 1963-64 and made up 27.4 per cent of the total labour force. In line with the national trend, 8.7 per cent fewer women than in the previous year found work through the NES, but women's placements were 32.4 per cent, a higher percentage of total placements than a year earlier when they were 31.6 per cent.

Employment opportunities for women were good and where applicants were well trained and experienced they were readily placed. However, as in most areas the demand for professional and skilled workers, waitresses, and household service workers exceeded the supply.

In northwestern Ontario, university undergraduates were employed in a number of hospitals during the vacation period and they also helped meet the demand from the tourist industry. In the late spring, the Department of Lands and Forests engaged a large number of women at the Lakehead as tree planters.

In Manitoba, steps were taken in September, 1963, to alleviate the shortage of nurses and dental hygienists. The first students were registered at the University of Manitoba in a four-year degree course in nursing and in a two-year diploma course in dental hygiene. A ten-week post-graduate course in rehabilitation nursing was also conducted in Winnipeg.

Close liaison between NES offices and large department stores resulted in employment for a substantial number of women workers, particularly sales clerks for regular, temporary, and part-time work. Although the demand in the manufacturing industry showed a sharp increase, there was a considerable decline from the previous year in the number of women seeking such work. The greatest demand was for power sewing machine operators for the garment industries. The issuing of provincial trainee permits to manufacturers and also a ten-week government-sponsored course to train workers did not completely alleviate the shortage.

In Saskatchewan, demand centred on the need for stenographers and other types of office help for finance and trust companies. Radio broadcasting and advertising by NES failed to attract enough stenographers to meet the demand. Employers converting from comptometers to computers trained staff to use the new machines. Courses to train women as nurses' aides were over-subscribed and graduates were readily placed in employment.

In Alberta, the demand for female office staff for the construction industry was up 40 per cent for the last quarter in 1963 over the same period in 1962. There was an increase in the supply of women in the clerical and sales occupations in northern Alberta owing to new residents being attracted to this area through extensive publicity. Women who had been out of the labour market for a considerable period of time enrolled in refresher courses in typing, shorthand, and general office procedures. Local airlines employed some university students as stewardesses for the summer months; a considerable number of high school and university undergraduates were placed by the NES, mainly as cabin girls in mountain resorts.

WINTER EMPLOYMENT CAMPAIGN

Winter employment campaign activities in some areas of the Prairie region were deferred because of mild weather experienced during the early part of the winter. All 29 local offices participated in the campaign and committees were organized in 20 communities.

Daily and weekly newspapers published a total of 50,360 column inches of sponsored advertising and 6,479 column inches of editorials, news items, pictures, and cartoons. Sponsored and public service publicity on radio amounted to 1,191 minutes and 4,017 spot announcements, and, on television, to 342 minutes and 1,925 spots.

Essay contests, dealing with the importance of the need to create winter jobs, were conducted in schools at Brandon and Portage la Prairie. In Calgary, a singing group, sponsored by the Junior Chamber of Commerce, composed and recorded

a song entitled "One More Job". The record was heard frequently in Calgary and several other centres.

Two utility companies in Winnipeg distributed a total of 240,000 winter employment pamphlets with monthly statements being mailed to customers.

EMPLOYMENT COMMITTEES

The Prairie Regional Employment Committee met at Winnipeg on three occasions during the fiscal year—in June and November, 1963, and in March, 1964. Included in the subjects considered were: NES service to students graduating from vocational training institutes; NES staff requirements for development and research purposes; NES participation in vocational training programs and the Indian integration program; and the expansion of NES facilities and service to replace that provided by non-public employment agencies.

Eleven local employment committees were active in the Prairie region. These were located at: Calgary, Edmonton, Lethbridge, and Medicine Hat in Alberta; Moose Jaw, Prince Albert, Regina, and Saskatoon in Saskatchewan; and Brandon and Winnipeg in Manitoba. The twin cities of Port Arthur and Fort William, in the northwestern portion of Ontario, are served by the Lakehead local employment committee.

UNEMPLOYMENT INSURANCE

Local offices issued 4,118 coverage rulings, 393 fewer than were issued the previous year. Head office gave 127 such rulings in respect of questions arising in this region, a decrease of 34 from the year previous.

During the year under review, the total number of employers registered as employing insurable employees increased by 222 over the previous year to a total of 61,118 at March 31, 1964. However, the number of insured employees decreased slightly from 765,394 at March 31, 1963, to 764,025 at March 31, 1964.

The number of claims computed or recomputed decreased by 33,034 from the year previous to a total of 209,516.

This region conducted a post-audit of 87,382 terminated claims for benefit during the year under review. The results disclosed that 2,058 claimants had made some form of misrepresentation with regard to earnings and unemployed status in order to collect benefit. Overpayments amounting to \$65,627 were established in 1,887 cases. This amount is a slight increase from the previous year's total. In addition, 1,817 claimants had disqualifications imposed which reduced their future entitlement to benefit, and a number were prosecuted and fined. There are still 94 cases pending.

Offices in this region received a total of 193,625 new applications for benefit, a decrease of 2,023 (1.03 per cent) from the previous year. Of this total, regular benefit was established for 126,931 (65.5 per cent), seasonal benefit for 45,541 (23.5 per cent); in 21,243 cases (11 per cent) the claimant failed to qualify for any benefit.

Local offices in the region made 1,408,961 individual payments, a decrease of 31.3 per cent from the previous year. Of this total, 665,360 were cash payments and 743,601 were payments by benefit warrant.

Refinements to the mechanized payment procedure resulted in a reduction in the number of machine centres from nine to six, the Brandon, Yorkton, and Lethbridge local offices no longer having mechanical equipment.

There were 168,374 initial claims adjudicated on which claimants fulfilled the contribution requirements in the first instance. Disqualifications were imposed on 22,853 (13.6 per cent) of these claims. In addition, 121,703 decisions were made in respect of renewal claims filed during the currency of a benefit period; these were in regard to questions which arose from continuing claims, and where the qualifying requirements were subsequently fulfilled. Disqualifications were imposed on 31,184 (25.6 per cent) of these claims. There were also 4,352 cases where claimants were considered not entitled to such additional benefit as the dependency rate on a continuing claim. A total of 54,037 disqualifications were imposed on claims on which entitlement had otherwise been established.

Applications to have claims antedated totalled 797, of which 353 were approved. There were 3,590 applications for extensions of the qualifying period, of which 2,510 were allowed.

Boards of referees considered 5,321 appeals by claimants against decisions made by insurance officers. Of this total, 443 (8.3 per cent) were allowed.

TECHNICAL SERVICES

AUDIT

Sixty-six per cent of the employers in the region were audited during the year.

The incidence of overdue contributions increased slightly but constant collection effort is holding the outstanding balance in check.

During the year, 26 cash verifications were made and there were 127 appearances in court in connection with employer offences.

INVESTIGATION—ENFORCEMENT

Total investigations carried out numbered 18,850 (12,902), the figures in brackets representing the total for the previous year. Of these, 4,077 (3,422) were cases of persons suspected of having made false statements in connection with their claims for benefit. Routine or spot check and miscellaneous investigations totalled 14,773 (9,480). There were 196 (193) prosecutions commenced against claimants and 36 (23) carried forward from the preceding year, resulting in 192 (174) convictions, 10 (6) withdrawals, 2 (0) acquittals, and 28 (36) awaiting results of trial. Fines imposed amounted to \$13,630 (\$15,414.50). There were 1,622 (1,181) cases in which penalties amounting to \$93,755 (\$63,520) were imposed, depriving the claimants concerned of future entitlement to benefits.

Prosecutions against employers for violations of the Act and Regulations were commenced in the same period in 127 (143) cases, and 15 (4) were carried forward from the preceding year, resulting in 128 (123) convictions, 4 (8) withdrawals, 4 (1) acquittals and 6 (15) awaiting results of trial. Total fines imposed amounted to \$4,707 (\$3,805).

Production in terms of investigations carried out increased substantially over the previous year, as, for the greater part of this period, the branch was operating with a full complement of 18 enforcement officers.

Exchequer Court action to collect monies owing by claimants and employers continues to be employed; however, garnishment proceedings permitted to be taken extra-judicially provide greater facility and success in recovering money due under the Act.

REPORT OF ACTIVITIES BY REGION

PACIFIC REGION

EMPLOYMENT

SERVICE TO INDUSTRIES

Primary Industries—Continuing the trend set in the previous year, the value of mineral production reached an all-time high of \$250,000,000, a gain of approximately nine per cent. The most significant increase occurred in the production of crude petroleum, which reached a value of \$25,000,000 as compared to \$17,000,000 in the previous year.

Copper production improved substantially and has now replaced lead as British Columbia's second most important mineral. Zinc is still the first. The value of iron concentrates registered an eight per cent gain over last year, and, reflecting the higher price of silver, output of this metal was up 20 per cent. The devalued Canadian dollar continued to assist the mining industry of British Columbia, as prices received for metal are based on United States prices.

Mining exploration and development was widespread throughout the province, and, in terms of value and employment, the fiscal year under review was probably one of the most active on record. Two large copper mines came into production and a number of silver and iron operations were reactivated, creating many new jobs.

Over 100 mining companies in British Columbia employ some 10,000 persons and NES played an increasingly active role in their staffing needs. During the year, several large companies used these facilities for the first time. NES was again responsible for despatching well over 100 seasonal workers to a hydraulic placer operation in the Yukon.

The Pacific region recorded a total of 1,088 placements in the mining industry of British Columbia and the Yukon Territory during the year, a decrease of 207 in comparison to the previous year.

Conditions in the logging industry were ideal throughout the year and production halts for any reason were negligible. Incidence of forest fires, both in the interior and coastal regions, was one of the lowest recorded.

A new method of handling logger vacancies was introduced in the lower mainland and Vancouver Island local offices during the year. This procedure consisted essentially of establishing for all orders a central clearing point from which bulletins were issued to all offices concerned on a daily basis.

A total of 5,087 placements in forestry was recorded by the Pacific region, in comparison to 5,437 during the previous year.

The value of fish production in British Columbia was down sharply from the previous year. However, it was still the third highest year on record.

Salmon fishing, the mainstay of the industry, was seriously affected by an industrial dispute which brought all fishing to a virtual halt during the sockeye run. Landings of this species were considerably below the previous year, which was also a poor year. The direct loss to fishermen because of the strike amounted to some \$10,000,000.

The herring catch was very close to that of the previous year, and well above the average of recent years. Oil production was appreciably higher, due chiefly to the fact that there were no strikes or other work stoppages in the early part of the season when the oil content of the fish is highest.

Halibut fishermen again experienced a good year, approximately the same as the 1962-63 record catch. Lower prices prevailed, however, and the landed value was substantially below the figure for 1962-63. Additional pounds of halibut were landed by Canadian fishermen at U.S. ports.

The whaling season came to a close at the end of September. While the catch was down in number from the year previous, the species of whale caught was better in terms of productivity. One of the principal reasons for the lower catch was the increased activity of foreign fleets in northern waters. The operation is still considered marginal at best. NES again assisted this industry in bringing in specialists from eastern Canada.

Despite unfavourable weather in certain areas, which reduced yields, agricultural production remained at the high level characteristic of recent years. Farm cash income rose to an all-time high. Fruits and vegetables showed the largest gains, followed by livestock. Grain production was much the same, and dairy output was down slightly.

At the annual meeting of the British Columbia Federal-Provincial Farm Labour Committee, a policy change was introduced which broadened the participation of NES in farm labour recruitment. In the new arrangement, seasonal farm labour officers employed under the Federal-Provincial program were brought under the supervision of the area local office manager. It was felt this would provide for better supervision of the seasonal field placement officers and better co-ordination of farm labour activities, both within the local office area and between local offices.

Another good year was experienced in the recruitment and distribution of farm labour, the greatest percentage being placed on the lower mainland and Vancouver Island.

The 1963 cherry crop was potentially one of the heaviest on record. Heavy rains struck the major cherry growing areas shortly after picking got underway, however, and caused splitting. Losses up to 60 per cent of the total crop were reported. Apricots suffered heavy winter damage to the buds, and the harvest of this crop was approximately 66 per cent lower than in the previous year.

The largest apple crop since 1946 and the second heaviest early crop ever produced in British Columbia was harvested. A serious shortage of bins and storage facilities developed during the winter, and 1,000 tons of apples held for juice processing were dumped to release bins to the orchards and create storage space for the better grades of fruit.

The harvest of grapes increased, and new acreage in the Okanagan indicated continued growth as plants reach bearing age.

The 1963 milk production in British Columbia declined by approximately four per cent. Although the trend to automation and to extended use of labour-saving equipment in dairy farms and in dairy plants continued, demand for experienced dairy workers was practically always in excess of the available supply.

In agriculture, the Pacific region recorded a total of 41,351 placements during the period under review, in comparison to 47,001 during the previous year.

Manufacturing—Most branches of the manufacturing industry showed continued improvement, particularly in the latter part of the year. Expansion of manufacturing facilities was most prominent in the pulp and paper industry; lumber and

plywood production was appreciably higher than in the previous year. As a result of this general expansion, manufacturing employment rose by approximately two per cent over the previous year. Exceptions to the general trend were the ship-building and food industries, which provided less employment than in the previous year.

The NES kept in close touch with all manufacturers and was able to supply them with much of the manpower required; however, regional shortages in certain skilled trades were noticeable and job offers were often circulated to other regions through the NES system of clearance.

Construction—All segments of the construction industry participated in a near-record volume of activity during the fiscal year. Large projects, such as the four major pulp and paper mill expansions on Vancouver Island, the fertilizer, chemical and oil plant expansions at Kimberley, and the Peace River hydro development project, provided continuing employment throughout the year.

These were augmented by tremendous increases in the construction of houses, apartments, and shopping centres. Facilities for education at all levels were greatly increased with particular emphasis on the technical and vocational training groups.

NES played an increasingly active role, through clearance facilities, in the recruitment of workers for the construction industry, particularly in outlying areas. During the year, the provincial government agreed to insert a clause in their construction contracts stipulating that workers on all projects be recruited through NES offices.

Transportation, Storage and Communications—There were noticeable increases in all methods of transportation. Railway companies moved a large volume of grain from the prairies to coastal ports, and the provincial line moved large quantities of machinery and heavy equipment to major projects in northern British Columbia.

Deepsea shipping was increasingly active as new records for grain shipments were established. Lumber and timber products, sulphur, and various ore shipments combined with grain, to result in Vancouver being rated the busiest harbour on the west coast of North America.

In a similar manner, Vancouver International Airport is gaining increasing prominence as one of the busiest airports on the continent.

With the completion of modern, all-weather highways, motor transport became extremely important, and provided employment to much larger numbers of workers.

The NES played an important role in supplying transportation firms with the necessary workers.

Public Utilities—Offices of the NES provided an increasing number of skilled, semi-skilled, and unskilled workers for the many municipal improvement programs. In many areas of the province, large projects undertaken were of a continuing nature, resulting in steady recruitment of workers through NES.

Finance, Insurance and Real Estate—A continued demand for experienced clerical workers existed in finance, insurance, and real estate offices, with a shortage of specialized workers in these fields.

There was the usual call for commission insurance salesmen. Difficulty was experienced in filling these requests because of a lack of interested applicants.

Trade—Sales increased approximately 5.6 per cent over the previous year. NES was used to a considerable extent by many retail outlets. With the exception of specialized sales persons, most requests were for casual or part-time workers to augment permanent staffs. There was a surplus of women with little or no sales experience who were interested in obtaining employment in the retail field.

EXECUTIVE AND PROFESSIONAL

The generally-improving economy brought growing shortages of men and women in many E & P classifications. Certain types of technical specialists required for work on power development construction had to be imported from other regions or trained on the job. Teachers, pharmacists, and technically trained salesmen were other examples of E & P occupations in very short supply.

Placement service to university graduates and under-graduates will be further expanded when proposed permanent NES placement offices are set up in the British Columbia Institute of Technology, which opens in the fall of 1964, and in the Simon Fraser University, which is to open in 1965.

SPECIAL SERVICES

Handicapped—The efforts of special services officers resulted in a total of 1,874 handicapped applicants being placed in employment. It was noted that extensive counselling was required in the majority of cases, and, as a result, the total number of counselling interviews rose to 14,699. The assistance of the employment liaison officer, working in conjunction with the provincial co-ordinator of rehabilitation, resulted in the satisfactory solution of many problem cases. It was also apparent that local rehabilitation committees were extremely helpful in resolving many problems relating to applicants in the local community.

The work in relation to handicapped applicants was increasingly successful because of the growing spirit of co-operation and co-ordination between agencies in the general field of rehabilitation and NES.

Youth—An intensive program of co-operation with secondary school officials was maintained during the year. Working in conjunction with community service organizations, it was possible to promote a large number of career counselling programs in the majority of local office areas.

Four hundred and fifty-six visits were made to schools for the purpose of addressing students to acquaint them with the world of work and the relationship between successful employment and education. The annual school leavers' program resulted in 5,833 students registering with NES for employment. Through the efforts of NES, 1,426 were placed in employment, 554 found work after counselling, and 486 decided to continue with their education after counselling.

Counselling interviews on behalf of youth totalled 29,133.

Vocational Training—Activity in the field of training continued to increase and a total of 2,914 persons commenced training during the year. Of the total number who entered training, those under 20 years of age comprised 28.5 per cent, those between 20 and 44, 63.3 per cent, and those over 45, 8.2 per cent. Sixty-one per cent of the trainees were male.

Veterans—There were 5,040 veterans placed in employment during the year. Much of the special services activity relating to veterans consisted of counselling older veterans seeking employment and those inquiring about entitlement under DVA legislation.

There was also a substantial volume of work in connection with long-service members of the forces who were retiring and re-entering the civilian labour force.

Testing Units—The Vancouver and New Westminster testing units administered 3,198 psychological and achievement tests during the year. The increased volume of testing indicated that a useful service was provided to employment officers and that testing served as a valuable aid in the counselling, selection, and referral of applicants.

EMPLOYMENT OF WOMEN

In 1963-64, women made up 27.8 per cent of the labour force in the Pacific region and accounted for 40.8 per cent of the total placements.

Employment opportunities for women were generally good throughout the year. However, as was the case in most other parts of Canada, in many occupations requiring special training or experience there were insufficient qualified applicants to meet the need, whereas those lacking experience and education were surplus to the demands.

The supply of professional women was particularly inadequate to fill requests for librarians, social workers, and psychiatric nurses.

Openings for well-qualified stenographers and typists were plentiful and in most of the larger centres there was often a shortage of competent, experienced applicants.

Vacancies were readily available for specialized sales persons to sell the better lines of ladies ready-to-wear, cosmetics, drugs, and shoes. When new shopping centres opened throughout the region most employers used the NES to obtain the majority of their staffs.

The expanding tourist trade resulted in increased demands for service workers from restaurants, hotels, and motels. In various parts of British Columbia, short courses under the Federal-Provincial Vocational Training Program were conducted for women interested in employment as waitresses or room maids. Graduates of the courses helped alleviate the shortage of these workers.

The usual seasonal lack of experienced power sewing machine operators existed and at times a critical shortage affected the production of garment manufacturers.

During the peak of the fish canning season, operations in processing plants were seriously curtailed for approximately three weeks by an industrial dispute which involved many women workers. In fruit and vegetable processing, and also canning, temporary work for women was plentiful but in some areas inclement weather shortened the working period.

WINTER EMPLOYMENT CAMPAIGN

Winter employment campaign committees were active in each of the 21 local office areas of the Pacific region. Community organizations and service clubs provided impetus to the campaign, and business and industry co-operated in many instances by arranging their activities to avoid layoffs during the winter months.

Newspaper publicity consisted of 23,105 column inches of sponsored advertising and 6,465 column inches of editorials and news items. There were 312 minutes and 2,573 spots of sponsored broadcast time on 28 radio stations and 106 minutes and 1,417 spots of sponsored coverage on nine television stations.

A telephone survey conducted by the Mission City local office revealed that 42 construction or renovation jobs had been undertaken as a direct result of winter employment campaign publicity.

In Victoria, 10,000 copies of a special "Do It Now" supplement were mailed to householders by a local newspaper.

Eight organizations in Vancouver used a postage meter ad plate bearing the slogan "Support Your Winter Employment Campaign". Eight hundred thousand impressions were made on outgoing mail.

EMPLOYMENT COMMITTEES

The Pacific Regional Employment Committee did not meet during the fiscal year.

Twelve local employment committees were active. These were located at: Chilliwack, Cranbrook, Kelowna, Nanaimo, Nelson, New Westminster, Penticton, Prince George, Prince Rupert, Trail, Vancouver, and Victoria.

UNEMPLOYMENT INSURANCE

There were 2,398 coverage rulings issued, a decrease of 448 from the previous year. The 116 rulings head office gave on questions submitted from this region represented a decrease of 29 from the previous year.

There were 36,758 employers registered as employing insurable employees at March 31, 1964, in this region. This total was a slight increase—260—over the total of the previous year.

While there was a slight increase during the year in the number of employers registered, the number of insured employees decreased by 1,796 from the previous year to a total of 465,964.

The number of claims computed or recomputed followed the national trend and declined by 19,565 to a total of 156,499.

A post-audit of 59,549 claims which had terminated was conducted during the year. The post-audit disclosed that 1,877 claimants had made some form of misrepresentation with regard to earnings and unemployed status in order to collect benefit payments. In 1,776 cases, overpayments were established which amounted to \$46,191; this amount is a decrease of \$48,350 from the previous year. Disqualifications, which reduce future entitlement to benefit, were imposed on 1,244 claimants, while a number of others were prosecuted and fined.

A total of 142,485 initial claims were processed, a decrease of 18,258 (11.36 per cent) from the previous year. Of these, 92,140 (64 per cent) were established for regular benefit, 31,052 (21.8 per cent) were established for seasonal benefit, and 19,291 (13.5 per cent) failed to qualify for any type of benefit.

A total of 852,202 individual payments was made, a decrease of approximately 27.8 per cent from the previous year. Of this total, 503,477 were cash payments and 348,725 were payments by benefit warrant.

During the fiscal year, adjudication of 118,626 initial claims on which claimants fulfilled the contribution requirements in the first instance resulted in 17,649 (14.9 per cent) disqualifications. An additional 104,925 decisions were issued in respect of renewal claims filed during the currency of a benefit period; these were in regard to questions which arose from continuing claims, and claims where the qualifying requirements were subsequently fulfilled. Of this total, 25,768 (24.6 per cent) were subjected to disqualification. There were also 4,530 cases where claimants were

considered not entitled to such additional benefit as the dependency rate on a continuing claim. The 43,417 disqualifications imposed on claims on which entitlement had otherwise been established was a decrease of 363 from the previous year.

During the year under review, 627 applications to have claims antedated were received, of which 251 were approved. Applications for extension of the qualifying periods numbered 3,137 of which 2,543 were allowed.

Boards of referees disposed of 4,117 appeals by claimants from decisions of insurance officers. Of this number, 497 (12.1 per cent) were allowed.

TECHNICAL SERVICES

AUDIT

Forty-eight per cent of the employers in the region were audited during the year.

In order to obtain more uniform coverage throughout the region, auditors from Victoria and Vancouver were loaned for protracted periods to areas in the interior where it has not been possible to fill audit vacancies. Also, the Prince Rupert residency had to be closed because of the difficulty of recruiting an incumbent.

Two auditors covered Yukon Territory during the summer. In February, a five-day conference of district auditors was held.

Overdue contributions continued to be a problem and bankruptcies continued to be the largest single category.

During the year, 20 local office cash verifications were made and there were 62 court appearances in connection with employer offences.

INVESTIGATION—ENFORCEMENT

During the fiscal year, there was a decrease from the preceding year in total investigations carried out. A total of 13,638 investigations was carried out, of which 3,839 dealt with persons who were suspected of having made false statements in connection with claims for benefit, the remaining 9,799 comprising routine or spot check investigations and miscellaneous investigations.

In connection with the training of field staff, branch meetings were continued throughout the year, and, in February, 1964, a one-week conference of enforcement officers within the region was held in Vancouver. The regional office continued to service a large number of reports of employer infractions received from the audit branch, and, in addition, necessary collection action by means of garnishment and Exchequer Court action was undertaken concerning the collection of arrears of contributions owing by employers and the collection of outstanding overpayment of benefit owing by claimants. It is considered that good results were achieved through such legal actions.

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REPORT

FISCAL YEAR ENDING MARCH 31, 1965

THE UNEMPLOYMENT INSURANCE COMMISSION
OTTAWA, CANADA

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UNEMPLOYMENT INSURANCE COMMISSION
NATIONAL EMPLOYMENT SERVICE

September 15, 1965

To the Honourable Allan J. MacEachen,
Minister of Labour

SIR,

We have the honour to submit herewith for the information of Parliament the Twenty-Fourth Annual Report of the Unemployment Insurance Commission, covering the period from April 1, 1964, to March 31, 1965, except where otherwise indicated.

The report is prepared in compliance with Section 95(1) of the Unemployment Insurance Act.

Respectfully submitted,

CHIEF COMMISSIONER

COMMISSIONER

COMMISSIONER

UNEMPLOYMENT INSURANCE COMMISSION

ANNUAL REPORT OF ACTIVITIES FOR THE FISCAL YEAR ENDING MARCH 31, 1965

INTRODUCTION

Throughout the 20 years since the end of World War II, the National Employment Service was one of the two main operating branches of the Unemployment Insurance Commission. This relationship came to an end on the last day of the 1964-65 fiscal year when responsibility for administration of NES was transferred to the Department of Labour.

During the two decades it administered the public employment service, the Commission made every possible effort to improve that service. New offices were built, telex and teletype communications were introduced, additional staff was recruited, and methods of training staff were constantly improved. The results of these efforts are indicated, at least in part, by placement figures. In the post-war years, NES placements hovered between 600,000 and 700,000 annually; in the 1964-65 fiscal year, they had almost doubled in reaching better than one and one-quarter million.

Growing employer acceptance of NES is also indicated in the 1964-65 operating statistics. Vacancies listed with NES by employers totalled 1,593,929; this was the greatest number since World War II and also was eight per cent more than in the previous fiscal year.

Thus, in passing over administration of NES to the Department of Labour, the Commission believes it is contributing a distinct operational asset to the government's manpower planning agencies.

During the year, the Commission completed the registration for Social Insurance Numbers of some 6,000,000 employed Canadians. When registration is completed of those who are self-employed, and others not covered by unemployment insurance, the numbers will also be used for Canada Pension Plan purposes.

The Commission continued its efforts to modernize its unemployment insurance operations. The payment of benefit by mail was extended, and, by the end of the fiscal year, 154 local offices were making benefit payments by mail.

An experimental centralized payment system was implemented in the Prairie region, with claimants from Port Arthur, Fort William, Fort Frances, Kenora and Portage la Prairie being paid from the regional office in Winnipeg. Under the centralized system, the payment function is entirely removed from the local office but all other aspects of the insurance function remain a local office responsibility.

The steady improvement in the Canadian economy is reflected in unemployment insurance statistics. The number of active claimants on the last day of each month reached a peak of 559,234 in February, 1965; this was a decrease of 47,910 from the peak month of the previous year. Ordinary benefit payments amounted to \$265,660,062 and seasonal benefit payments to \$69,370,125; as compared to the previous year, these were decreases of eight per cent and 11 per cent, respectively. The balance in the Unemployment Insurance Fund at March 31, 1965, was \$40,496,763 as compared to \$874,881 a year earlier.

EMPLOYMENT

Planning for the transfer of the National Employment Service to the Department of Labour on April 1, 1965, occupied much senior staff time, especially during the latter half of the fiscal year. A great deal of this work had been completed at the end of the year and the transfer of responsibility took place on April 1. However, physical separation of the National Employment Service from the unemployment insurance organization will proceed gradually with as little disruption of service to the public as possible. Consequently, some time will elapse before NES and the UIC will be operating independently of one another.

In 1964-65, vacancies listed with NES totalled 1,593,929 which was eight per cent more than in 1963-64 and the greatest number since the Second World War. Almost seven per cent more persons were placed in employment than in the previous year and the total was the second highest in the post-war period. The following table indicates that all regions increased their placement activity.

	<i>Atlantic</i>	<i>Quebec</i>	<i>Ontario</i>	<i>Prairie</i>	<i>Pacific</i>	<i>Canada</i>
1964-1965.....	92,017	360,552	429,756	221,894	161,541	1,265,760
1963-1964.....	84,816	348,395	405,832	204,882	143,233	1,187,158
Numerical Change....	+ 7,201	+12,157	+23,924	+17,012	+18,308	+ 78,602
Percentage Change....	+ 8.5	+ 3.5	+ 5.9	+ 8.3	+ 12.8	+ 6.6

SERVICE TO INDUSTRIES

Production increased in nearly all types of mining, and a high rate of staff turnover created a major problem for many mines. NES was responsible for finding workers to fill many of these vacancies and as a consequence more miners were placed than in the previous year.

To meet the employment needs of large construction projects, NES co-operated with contractors in arranging schedules of visits to local office areas for recruitment purposes. To facilitate recruitment activity, on-site offices were established in some instances and direct contacts were maintained with supply offices by telephone and telex. Close liaison was also maintained with the subcontractors and unions concerned.

The expansion of retail trade increased the number of vacancies for workers in that field. The trend to shopping centres continued and NES provided complete staffs for many employers in their new locations. Placements in retail establishments increased by almost eight per cent over those made in 1963-64.

During the fiscal year, the Department of National Defence reduced the number of military establishments across the country, with a corresponding decrease in civilian personnel. NES helped in the relocation of these workers.

The service industry experienced increased activity and NES placed 407,792 workers in all phases of this industry, an increase of approximately seven per cent over a year earlier.

The National Employment Visiting Program, under which head office staff visit employers with branches operating in more than one region, now shows that 655 firms employing 1,526,366 people have been visited since the initiation of the program in October, 1960. Some 73 visits were concluded during the current year. In these visits, staffing problems and employment needs were discussed and systems and methods of recruiting workers were reviewed. NES facilities available for these purposes were fully explained. These firms are now using NES recruitment facilities for a considerable proportion of their hirings.

Apart from a general increase in the volume of employment business transacted with NES by manufacturers, most regional offices report that they, and their local offices, have received requests from many more industrialists than previously for information on the supply of and demand for skilled and unskilled labour in various districts. These requests usually precede the building of new plants and are followed by the recruitment of the required personnel, including trainees for industrial training programs.

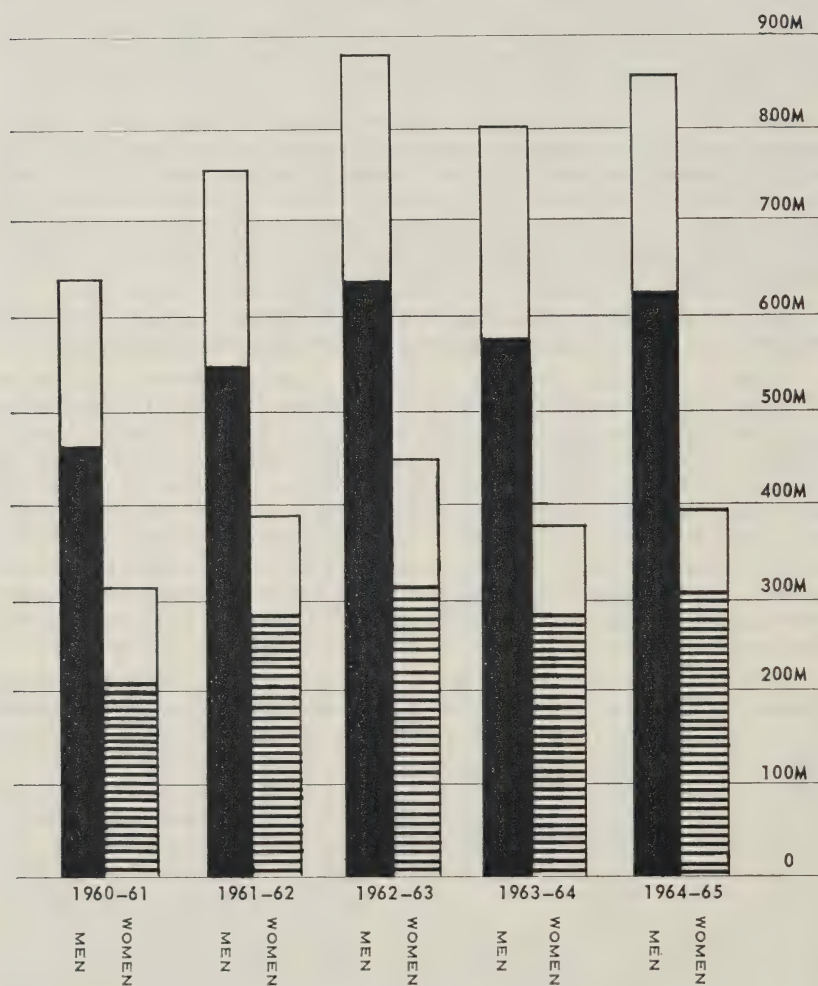
NES co-operated to a greater extent than formerly in the matter of pre-layoff interviews and counselling and placement of displaced employees.

Primary Industries—Weather conditions, varying between and within provinces, brought a variety of farm labour demands to handle the production and harvesting of crops. However, early planning by NES at all levels made it possible to cope more effectively than previously with attendant problems as they developed. In this regard, NES enlisted the co-operation of growers in areas where there was evidence that farm workers would be in short supply. New farm labour committees were set up with a view to developing a more realistic approach to the demand for and supply of farm labourers by growers and NES. The committees conducted surveys of agricultural manpower requirements among the growers and these were of value to NES in planning recruitment programs.

It was evident that with a more buoyant economy, local sources of available farm labour would not be as responsive to offers of short-term employment when more attractive non-farm employment opportunities were available. The growers were impressed with the need to provide board and lodging so that NES could organize movements of farm workers from distant points. Additional temporary farm labour offices were opened and staffed in strategic areas to better serve the growers and the workers. Publicity was increased considerably and proved effective. NES also intensified its recruitment programs locally, augmented its day-haul operations within commuting distances, and, both within and beyond the provinces, extended its clearance activities. However, the recruitment of workers from beyond commuting distance for short-term employment in the harvesting of fruit and vegetables during the peak of the harvest was difficult in some areas because of the lack of suitable accommodation. Some loss of crops at harvest time was reported, but no major loss occurred solely because of a shortage of labour.

REGULAR AND CASUAL PLACEMENTS

- CASUAL PLACEMENTS (i.e. for six working days or less)
 ■ REGULAR PLACEMENTS, MALE (Includes Transfers Out)
 ▨ REGULAR PLACEMENTS, FEMALE (" " ").



In all regions, the number of persons engaged in agricultural activities continued to decline during the period. Improved methods of cultivation, increased use of mechanical equipment, expanding urban developments extending into adjacent farming areas, the lack of continuity in farm employment, increased job opportunities with more attractive working and living conditions in other types of employment, and the greater use of seasonal and short-term labour were the major reasons for the decline.

Indians from reservations were recruited in larger numbers than ever before and this trend appears to be well established. Some fruit and vegetable growers in southern Ontario hired them for the first time during the 1964 season and were generally well satisfied with their performance.

The recruitment and referral of suitable workers and couples for year-round work in agriculture was carried out by a large number of the local NES offices. Market gardeners adjacent to the metropolitan centres were well supplied by NES with day workers.

Summarized below are the organized national and international movements carried out by NES under Federal-Provincial Farm Labour Agreements and under reciprocal arrangements with the United States Employment Service.

NATIONAL MOVEMENTS

		Total Workers
Sugar beet thinning—		
Alberta.....	From Northern Alberta and Saskatchewan.....	2,077
Hay and grain harvesting—		
Ontario.....	From New Brunswick, Nova Scotia and Newfoundland.....	195
Potato picking—		
Prince Edward Island.....	From Nova Scotia and New Brunswick.....	578

INTERNATIONAL MOVEMENTS

INTERNATIONAL MOVEMENTS			
Tobacco harvesting—			
Ontario and Quebec.....	From the U.S.A.....	1,494	
Spring farm work—			
To Maine, U.S.A.....	From New Brunswick.....	570	
Potato harvest—			
Maine, U.S.A.....	From Quebec.....	3,511	
	From New Brunswick.....	2,845	
Apple harvest—			
Quebec.....	From Vermont, U.S.A.....	10	
	From New York, U.S.A.....	29	
Maine and Vermont, U.S.A.....	From Nova Scotia.....	123	
	From Quebec.....	67	
New York, U.S.A.....	From Quebec.....	70	
New Hampshire, U.S.A.....	From New Brunswick.....	44	

At the end of the fiscal year, NES had recorded a total of 117,280 placements in agriculture. This was a decrease of 3.1 per cent in comparison to the previous year.

All regions reported substantially increased production in the forestry industry. Generally, the average period of employment has lengthened and labour turnover has decreased; the seasonal aspect of woods employment has become less pronounced. Despite a fairly general improvement in working conditions, wages and tenure of employment, the available supply of labour was not sufficient, in most regions, for the NES to meet employers' demands; this applied particularly to skilled loggers and other trained woodworkers now required in increasing numbers because of the rapid advances of mechanization in this industry.

On the Atlantic coast, the fishing industry experienced a fairly good year. Heavy flows of ice and adverse weather conditions delayed the start of operations and toward the end of the season heavy storms were responsible for below normal catches.

On the Pacific coast, the season's over-all catch was one of the best on record. Herring landings, however, were considerably reduced as the main fleet was inactive at the most productive time of the year because of a dispute between the industry and the union over prices and working conditions.

Because of the fishing industry's particular pattern of employment, the NES participation in its hirings is limited. Notwithstanding that the industry is generally one of self-employed persons, NES recruited both men and women for processing plants and shore stations. Special recruitment was also carried out for the whaling fleet in the Pacific, some of the whalers being flown to their destination from the Atlantic coast.

Nearly all phases of the mining industry reported increases in production with the major gains being made in Ontario, Prairie and Pacific regions.

Layoffs affecting the work force occurred in one coal mine in Nova Scotia, the uranium mines and gold mines in Northern Ontario, and asbestos and gold mines in Quebec. These layoffs and mine closures were counterbalanced by new mines opening, mainly iron and potash mines in Ontario, Saskatchewan and British Columbia.

A major problem was the high turnover of staff, particularly in the more isolated areas. All areas reported that the increase in production and higher rates of staff turnover caused shortages of professional, skilled, and semi-skilled help.

NES aided in recruitment drives to help fill these labour shortages but many mines had to resort to hiring and training inexperienced help.

The mining work force was estimated at 116,000, an increase of 46.8 per cent over the previous year. NES placed 11,655 workers in the mining industry across Canada as compared to 10,192 in 1963-64.

Manufacturing—The year 1964 was one of steady growth for the manufacturing industry. A greater domestic and foreign demand for Canadian manufactured goods resulted in a substantial rise in the production volumes of such industries as transportation equipment, agricultural implements, iron and steel, paper products, and textiles. This, of course, resulted in increased employment.

The number of manufacturers who hired staff through NES continued to increase, with the result that placements in the industry were 10.3 per cent higher than in the previous year. Special recruitment projects in connection with the supplying of seasonal labour to the canning industry were continued and extended. Indian labourers were recruited from as far north as Hudson's Bay.

Reports from all regions indicated a fairly general shortage of skilled tradesmen. Shortages increased not only in the number of tradesmen required but also in a broader range of occupations.

The transfer of skilled personnel from one region to another through the NES clearance system relieved the pressure in some industrial locations; the upgrading of skills through government-sponsored training plans also helped to ease the situation. One significant trend which was noted during the year was the increasing number of trainees recruited by NES for manufacturers' in-plant training programs in certain provinces.

Construction—An all-time record high volume of construction during the fiscal year resulted in a heavy demand for construction workers in all trades and occupations. While shortages of labour were experienced for some large projects, especially in remote areas, NES through its clearance facilities was generally able to recruit the required workers for contractors. In the period under review, 136,578 construction workers were hired by contractors through NES as compared to 132,113 the previous year.

Close liaison on labour requirements was maintained by head office with senior officials of large construction firms, contractors' associations, and federal government departments. NES also maintained close liaison with municipal and provincial authorities and with contractors engaged on Municipal Winter Works Incentive Program projects for which 79,395 workers were hired through NES. The comparable figure for the previous year was 77,009.

Transportation, Storage, Communications—NES placed 77,718 workers with employers engaged in transportation, storage and communications during the fiscal year. This amounted to almost 16 per cent more than the 67,094 placed in 1963-64.

As a result of buoyant business conditions, railway companies handled an increased volume of business. This resulted in the recall of employees on furlough and the hiring of additional employees. NES facilities were used to recruit these new workers.

During the navigation season on inland waters, NES provided suitable workers in a wide variety of transportation occupations.

Telephone and telegraph companies continued to expand and increase the efficiency of their various operations. The railway companies carried on a program of expansion of their microwave system. While there was a continuing demand for labour in communications and related occupations, very little difficulty was experienced by NES in locating suitable workers to meet the requirements.

Public Utilities—To encourage industrial development and house building, major cities and towns continued to extend their various services. Hydro electric and thermal power plants were expanded to meet the increasing demand for electric power. NES supplied employers in these fields with 4,028 workers as compared to 3,916 in the previous year.

Trade—Retail sales in Canada during the fiscal year were estimated to be \$20,016,951,000. This represented an increase of six per cent over the previous year, increases being recorded in every quarter.

Many new merchandising outlets were opened across the country and the trend to larger shopping centres continued to influence hiring patterns within many areas. Another important trend is the swing to night shopping, with extended opening hours. This growth of stores and extension of hours has resulted in more persons being employed in this industry. The estimated peak of employment was 1,140,000, an increase of 1.2 per cent over 1963-64.

NES recruited much of the staff required to meet this expansion. Total placements in trade amounted to 170,348, an increase of 7.8 per cent over the previous year.

Finance, Insurance and Real Estate—Employers in finance, insurance and real estate hired 20,310 workers during the fiscal year as compared to 17,618 the previous year.

Banks continued to expand their electronic programs and opened new branches to handle the increasing volume of business. This resulted in a continuing demand for help.

During the period under review, the insurance industry set new records in most of its business. This increase created a demand for salesmen and general office help.

NES carried on its usual campaign during the spring, summer and fall months in an endeavour to recruit suitable help for insurance companies and banks and, as a result, many young people just out of school were placed in employment. Extensive use was made of NES facilities at the universities in recruiting graduates to fill the increasing demand for professional and technical personnel.

In the real estate field, the usual demand for commission salesmen and experienced office workers continued. NES facilities were used to recruit many of the required workers.

Service—The total number of workers employed in the service industries reached 1,827,000 which was 6.2 per cent more than in the previous year. NES placed 407,792 workers in all phases of the service industry, an increase of approximately seven per cent over the 1963-64 total.

During the year, the government implemented a decision to reduce the number of military establishments across Canada. NES worked closely with the Department of National Defence to help in the relocation of those persons affected by this decision. As part of the program, NES approached employers and organized recruiting trips for their staffs in an endeavour to make employment available to the laid-off personnel.

Close liaison was maintained with other government departments. During the year, the Post Office Department was supplied with 36,536 workers to assist in handling the Christmas mail, an increase of 8.6 per cent over the previous year.

Those sectors of the service industry that exhibited the greatest increase in activity were the public service groups, particularly health, and the tourist industry within the personal service field.

EXECUTIVE AND PROFESSIONAL

A specialized placement service is provided to professional, technical, and managerial personnel through a system of executive and professional divisions located in the larger urban centres and at 25 NES Student Placement Offices located at universities and technological institutes.

The total number of executive, technical and professional personnel placed in employment during the fiscal year was 10,596. The highest rate of increase occurred in the Atlantic region where placements doubled. Placements in the Pacific region increased by one-third while those in the Prairie region increased by about 20 per cent. The number of placements recorded in the two larger regions, Quebec and Ontario, remained at about the same level in 1964 as in 1963.

The number of executive and professional placements made by local office executive and professional employment officers throughout Canada increased by four per cent from the calendar year 1963 to the calendar year 1964. Twenty-five per cent more graduating and graduate students were placed in employment during the 1963-64 academic year than the number placed during the 1962-63 academic year. In addition to these placements, a total of 12,142 students were placed in summer and part-time employment during 1963-64.

Professional and managerial placements were made in almost all occupations. Those categories in which several hundred placements were made included accountants, engineers, technicians, nurses, teachers, social workers, and managerial positions. The same dominant grouping also occurred in the placement of graduating and graduate students, except that a larger proportion of placements was made in the teaching field and there were a substantial number of scientists placed in employment.

During 1964, the executive and professional division in Saskatoon became operative. There was no further extension of the central office network during 1964 although some adjustments were made as to local office areas handled by central office executive and professional divisions. These changes affected the Ottawa, Kingston, Toronto, and Hamilton divisions. The central office plan is a method of operation designed to provide a more adequate placement service to executive and professional workers and is now established at 17 points over an area that includes Ontario and parts of Quebec and Manitoba.

Arrangements were made to provide a placement service to the American Sociological Association Convention in Montreal during 1964. This organization has been provided with a convention placement service for a number of years by the United States Employment Service. The convention in Canada in 1964 was the first time that it had been held in this country and a special request was submitted by the association for convention placement to be provided by the NES.

NES has been considering the possibility of developing a convention placement service. The provision of a service to the American Sociological Association offered an opportunity to develop and test procedures. The convention placement service was provided under the direction of the Quebec regional office, with placement personnel being drawn from the Montreal local office.

Eight new full-time NES Student Placement Offices were established during 1964 and a ninth, at Simon Fraser University in British Columbia, was

authorized for establishment during the 1965-66 academic year. Two other offices, at Macdonald College and at the University of Sherbrooke, were reactivated during the 1964-65 academic year. In addition, the establishment of additional NES Student Placement Offices was taken under active consideration.

Four of the eight new NES Student Placement Offices are at technological institutes (The Northern Alberta Institute of Technology, The British Columbia Institute of Technology, The Eastern Ontario Institute of Technology, and Western Ontario Institute of Technology). The other four offices are at St. Mary's University, York University, Laurentian University, and Mount Allison University.

In 1964, it was decided that there should be a definite mutual understanding between NES and a university, college, or technological institute before the establishment of a full-time office. One result of this decision was the commencement of discussions with university officials where the National Employment Service is already established to ensure that the conditions under which offices are established are understood by all concerned.

The salary survey of graduating university students was carried out again in co-operation with the Pay Research Bureau of the Civil Service Commission. The sample of employers participating in the salary survey was expanded and amended, resulting in a higher percentage of employers responding and more complete results being obtained.

The 1964-65 booklet relating to the supply and demand of university graduates was published during the year with 55 different organizations and individuals making contributions. One hundred and twenty-five thousand copies of the booklet were published in English and 25,000 in French. It was decided during 1964 that a second booklet, relating to the supply and demand of technological graduates, would be published during 1965.

Two specialized programs were undertaken during 1964 under the direction of the executive and professional division at head office. Both of these involved some modification to normal placement procedures. One was the participation of NES in the recruiting by Treasury Board, on short notice, to fill vacancies in their Personnel Policy Division, while the other involved NES participation in the re-establishment of retiring senior officers of the Canadian Armed Forces. Work was also done at head office on researching techniques in the preparation of employment resumes and in profile writing. This may ultimately lead to local office executive and professional divisions giving more assistance to applicants in resume and profile writing.

SPECIAL SERVICES

In any group of workers served by a public employment service there will be a number who, for various reasons, will require employment counselling, and, of this number, a portion who will need selective placement service and personal representation to the employer. It is to provide these services and other closely related functions to ensure proper adjustment in the world of work that special services divisions have been established. Youth, handicapped, occupationally maladjusted, and others who have personal problems which impede their obtaining or retaining a job are some of the main groups of applicants served by this division.

The service involves the study of medical, personal, educational, and occupational background to determine the most suitable occupational classification for the applicant. The appraisal frequently leads to referral to a course of training preparatory to placement. Such a program requires close liaison with public and private agencies as well as close contact with the employment market and training resources of the community.

Training of staff engaged in this specialized field continued during the year. In addition to the regular training program for all employment staff, special services officers receive instruction in all phases of their operations. Nine area training schools of one week's duration each were conducted. An employment specialist in counselling and testing was added to head office staff. A brief summary of operations follows.

Youth—Services to youth were re-emphasized and the National Employment Committee exhibited a continued interest in this field. During the year, a representative of the Canadian Education Association became a member of the National Employment Committee. A national circular was issued outlining the general principles and procedures for re-emphasis on the youth program. This circular was concerned with the service offered to school leavers—those young people entering the labour force after graduating from high school, completing terminal courses, or dropping out of school. It also advocated the extension of talks about the world of work to students in junior high schools with the idea of preventing drop-outs by interpreting to such children the relationship between education and employment and the opportunities while in school to develop good attitudes and work habits. Information about the world of work, occupations, and industries was supplied by many officers with the dual purpose of stimulating curiosity about occupations and also of providing advice about sources of information which the students might consult.

Such services were offered to appropriate school authorities. When these NES services were accepted, a program of co-operative activities was initiated.

Assistance to secure suitable employment is extended to those who graduate and to those who drop out of school. Through the co-operation of teachers, information of value in the placement of these students is used by employment counsellors in the process of helping students to identify vocational goals.

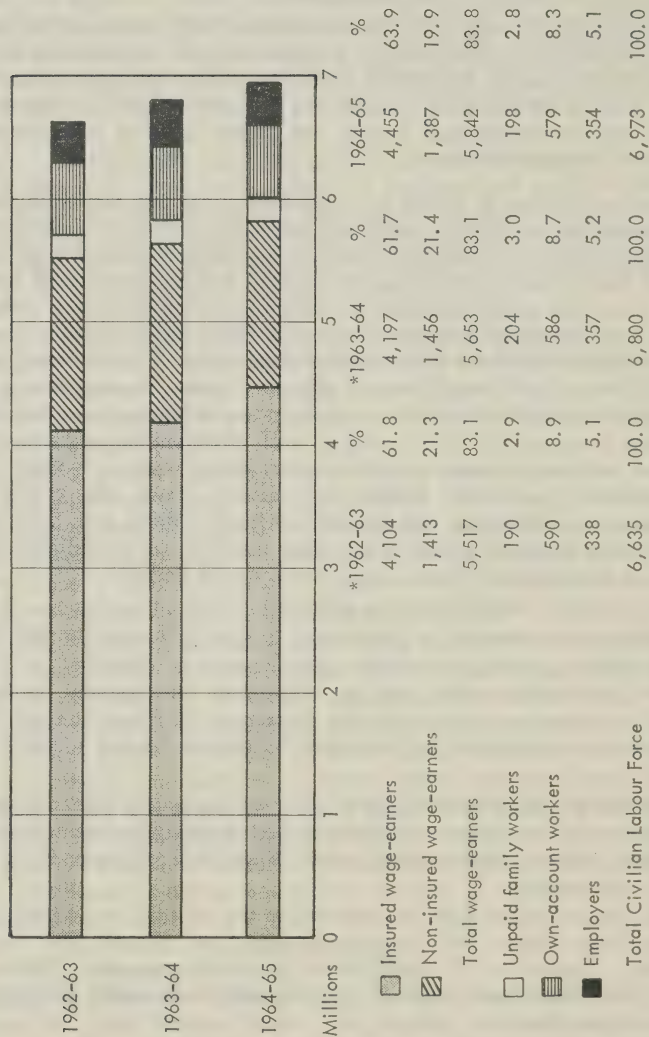
The full service is offered also to other young people who are not currently school leavers. The value of education and training is stressed, and, where appropriate, training opportunities, either in a school setting or in an on-the-job situation, are sought.

While exact figures are not available for the country as a whole, it has been estimated that some 5,000 youths returned to school after employment counselling. Placement of school leavers probably exceeded 22,000. New entrants to the labour force totalled 279,689 which was nearly 43,000 more than in the previous year.

Participation in career nights has spread. NES staff co-operated with educational authorities, service clubs, and other members of the community in organizing such opportunities for the dissemination of information about many occupations and fields of work.

Vocational Training—NES officials have been working in close co-operation with technical and vocational training authorities. They participated

CANADIAN CIVILIAN LABOUR FORCE

Annual average fiscal years ending
31 March 1963 1964 and 1965

* Revised to take into account Labour Force revisions stemming from 1961 census.

actively as members of various advisory committees established both at the provincial and local levels to study the need for training of the unemployed and the nature and length of the courses of training to be provided, bearing in mind employment possibilities and occupational requirements.

Approximately 43,700 applicants started training courses following counselling interviews by special services officers who identified the occupational field in which training would be beneficial. This is an increase of more than 6,000 over the previous year. Generally, workers attending these training courses were readily employed following completion of their training.

Testing Services—There are many occasions when the results of standard psychological and achievement tests can be of great assistance to the employment counsellor in the matching of job applicants and job vacancies. Tests cannot substitute for the skilled, well-conducted employment interview yet they contribute much to the assessment of the interests, abilities, and capacities of job applicants; thus, they result in more accurate occupational classification. When tests are used in conjunction with information obtained from other sources, they become an invaluable in-service tool in the counselling process.

During the year, 40,859 psychological and achievement tests were administered to job applicants in the 17 local offices with testing facilities.

Service to Handicapped Persons—In keeping with its stated objectives of providing employment service to occupationally competent, physically handicapped persons, NES during the past fiscal year conducted 126,363 employment counselling interviews and placed in gainful competitive employment 22,198 physically handicapped applicants. Each of these placements was effected after careful matching of the applicant's physical capacities with the requirements of the job. In all these cases, the job applicant required a degree of personal presentation to the prospective employer.

Many of the physically handicapped applicants counselled were unprepared for job placement and were referred by NES employment counsellors to officials of the various provincial governments for vocational rehabilitation services under the provisions of the Federal-Provincial Vocational Rehabilitation of Disabled Persons Agreement.

In many cases, the physical limitations of the handicapped worker do not present the primary problem in obtaining suitable employment. Rather, the difficulty too frequently is one of inadequate education and training. Tremendous changes are taking place in the world of work and these impose upon all workers the need for adequate education and training.

Emphasis is no longer placed on the physical fitness factor in employment placement. Automation in industry has released many workers from actual physical exertion. The physically handicapped worker need have no fear of lack of opportunity in industry if he is equipped with the necessary education and training and the capacities to assimilate the training necessary for successful job performance.

Service to Veterans—Though the passage of time has brought about a reduction in the number of war veterans interviewed by NES employment officers the principles which guide the employment service regarding these applicants have not changed. Recognition of the statutory rights of war veterans is closely adhered to in referral when the veteran's qualifications meet the minimum demands of the job vacancy.

During the fiscal year, a total of 27,986 veterans' placements were effected. This number of placements reflects the diminishing number of World War I and World War II veterans registered in NES files.

Employment counselling interviews of long term ex-servicemen returning to the civilian labour market totalled 4,589. Close liaison was maintained between NES and representatives of the armed forces. In this regard, career resumes of released ex-service personnel were made available to NES employment counsellors enabling employment service personnel to effect many outstandingly successful job placements. Generally no difficulty was experienced by NES employment officers in placing skilled personnel released from the armed forces.

ANALYSIS AND DEVELOPMENT

The regular duties of the division were carried out in relation to the collection, analysis, and dissemination of labour market information, the development of operating procedures and techniques, the analysis of employment service operations, and the collection of data on employers' hirings and separations.

Throughout the year, a considerable amount of time was spent on matters involved in the transfer of the National Employment Service to the Department of Labour, including visits to local and regional offices and discussions with United States officials in Washington, New York, and Syracuse.

Officers of the division participated in the work of the Bureau of Classification Revision and the division was represented at a conference in New York City, sponsored by the U.S. National Bureau of Economic Research, concerning the measurement, interpretation, and uses of job vacancy data.

Training and technical assistance were provided to officials of foreign governments.

Labour Market Information—Data in relation to labour supply and demand, local occupational shortages, and other aspects of employment and industrial situations were collected by NES and obtained from other government sources. Analyses were made of such data and reports prepared for officers of NES and other federal government departments, members of provincial and municipal governments, officials of the United States Employment Service, employers, and students. Several of the Commission's descriptions of the areas served by NES were revised.

Employment Procedures—NES techniques and procedures were continuously under review. Existing procedures were studied and detailed analyses were made of reports on inspections of field offices and of visits by regional officials to local offices. Suggestions under the Suggestion Award Plan relating to the employment service were investigated and assessed. Revisions were made to existing instructional materials and forms, and procedures were developed to meet new situations.

Operational Analysis—The operations of the employment service were analysed and assessed, particularly in regard to applicants registered for employment and placements effected, employers' patronage of local offices, employers' hirings in relation to placements effected, and activities of local offices with respect to employer relations. Special studies were made and reports prepared for projects undertaken by officers of the service, and a monthly

report was prepared for publication in the Labour Gazette. A paper was written concerning the measurement, interpretation, and uses of job vacancy data in Canada for presentation to the conference referred to above sponsored by the U.S. National Bureau of Economic Research.

Semi-Annual Report of Hirings and Separations—Semi-annual reports were obtained from some 73,000 of the largest business establishments across the country, showing hirings, separations, and numbers on payroll. Local offices were supplied with data obtained from the surveys to assist them in assessing the service rendered employers in their respective areas, to measure placement activity in relation to the employer's hirings, and to formulate plans to meet changes in labour market conditions. The survey data were also supplied to the Dominion Bureau of Statistics for the compilation of consolidated reports.

THE EMPLOYMENT OF WOMEN

The female labour force continued to increase numerically and as a percentage of the total, and, in July, 1964, exceeded 2,000,000 for the first time. The monthly average number of women in the labour force was 1,979,100 which was the highest it has ever been and 91,300 more than in the preceding year.

Between 1959-60 and 1964-65 the total labour force in Canada increased by 11.1 per cent. However, in that period the female labour force increased by 26 per cent and whereas five years ago women made up 25.1 per cent of the labour force they now account for 28.4 per cent.

Dramatic changes are also taking place in the role and the characteristics of women in the Canadian labour force. Increasing numbers of married women are returning to paid employment after their children are of school age. In 1964-65, 51.6 per cent of women workers were married and half of all women working for pay were 35 years of age and over. The percentage of women workers under 35 years of age has been decreasing while the percentage of those 35 years and over has been increasing.

Frequently, women returning to the labour force after a period of time in their homes find difficulty in obtaining employment because of inadequate qualifications or a lack of recent work experience. A good educational background, training, experience, and a positive approach to employment are increasingly important. The emphasis on education and training resulted in about 12,200 unemployed women, in 1964-65, taking advantage of courses given under Program 5 of the Technical and Vocational Training Agreement between the federal and provincial governments. The most popular courses were academic upgrading, stenography, typing, and general business practice. However, in some areas, training in hairdressing, sales, waitress work, and power sewing machine operation attracted many suitable trainees; in a few areas training was given to women who entered employment as visiting homemakers.

Part-time employment proves attractive to many married women as it enables them to combine work outside the home with their family responsibilities more easily than if they are employed full-time. More married women in the labour force has resulted in the percentage of women who usually work fewer than 35 hours a week gradually increasing and in the year under review part-time workers were 21.3 per cent of the total. Nearly every major industrial and occupational group employed some women for less than full-time.

The expansion of the labour force was reflected in the activities of the women's employment divisions of the NES where 46,207 more women filed applications for employment than in 1963-64. Of all applicants, 28.9 per cent were women in comparison with 28.2 per cent last year and 27.4 per cent a year earlier.

Vacancies for women notified by employers increased by 30,659 and were 33.7 per cent of all vacancies notified which was slightly lower than in recent years.

Of the 1,265,760 persons who obtained employment through NES in 1964-65, 397,975 were women, which was 15,780 more than the previous year. Women's placements were 31.5 per cent of the total, a slight decrease from the previous year.

The majority of women were interested in "regular" employment—employment of a continuing nature—and the percentage of this type of placement rose from 73.1 per cent in 1963-64 to 75.4 per cent in 1964-65. Meanwhile, those placed in employment defined as "casual", i.e., of six days or less duration, decreased by 4,600 or 5.1 per cent. Most of these jobs were as day workers in private homes, fruit pickers, food processors, helpers at fairs or exhibitions, and in post offices to assist in handling the Christmas mail.

Women are usually more reluctant than men to change their place of residence to obtain employment; nevertheless, 12,387 did so during the fiscal year through NES clearance facilities. This was 366 fewer than the number similarly placed a year earlier.

Various measures have been taken to overcome the shortage of graduate nurses. One was the opening of training courses of two years' duration instead of the usual three years. Another was the setting-up, in some hospitals, of nurseries for pre-school age children to encourage married nurses with young families to return to employment. Again this year, some of the need for nurses was met by the NES representatives in the United Kingdom who pre-arranged employment in Canada for 699 female and male nurses. As has been the case for many years, the demand was greater than the supply of dietitians, laboratory technicians, pharmacists, librarians (especially those with medical record experience) and occupational and physical therapists. In the social work field, few qualified applicants were available for the many positions.

Although large graduating classes and the return of many married women to paid employment increased the numbers of skilled office workers, the supply was still not sufficient to meet the requirements of business and industry. In most large centres, NES experienced difficulty in meeting the need for stenographers (especially those with legal experience), dictaphone operators, clerical workers with high-school graduation, experienced bank tellers, and, seasonally in a few areas, some types of office machine operators.

The establishment of neighborhood shopping plazas and the trend to night shopping have provided much part-time employment for women who wish to combine their homemaking duties with wage-earning employment. Although in general in the retail field there was no scarcity of inexperienced help there was a dearth of experienced salesladies for specialty lines such as ladies' ready-to-wear, cosmetics, etc.

Rapid technological changes which have decreased employment in some areas of work have tended to step up employment in personal services where

women are to be found in increasing numbers. There were many openings for workers in restaurants, hotels, motels, schools, and hospitals as dining-room, kitchen, and cafeteria staff. Also, in many communities, because of an increase in the number of convalescent hospitals and homes for the aged and infirm, the supply of nursing assistants did not meet the need. Seasonally, there was a shortage of cooks, waitresses, and chambermaids not only in the cities but in a number of tourist and resort areas.

The lack of women available to "live-in" as household workers continued but again was alleviated to some extent by the arrival of 250 women from the West Indies and 30 from British Guiana for that type of employment. However, in spite of encouragement on the part of NES officials to do otherwise, these women tend to settle in a few of the large cities and that does little to meet the need for household workers in other centres.

Except for a shortage of power sewing machine operators for the garment industries, applicants for employment in the manufacturing industries were usually in excess of the demand. In some areas, the federal and provincial governments and employers co-operated in schemes to train inexperienced workers to fill the need for machine operators in the garment industries.

Again this year, many women found employment in food processing and canning. In fruit and vegetable growing areas, the demand for field workers and food processors could not always be met.

With the co-operation of the Canadian Nurses' Association the leaflet "The Nursing Profession in Canada" was revised and reprinted in both English and French. Many requests for this pamphlet, as well as other occupational information from schools and individuals, were met during the year.

Members of the women's divisions at head office and regional and local offices attended meetings of various women's groups and consulted on matters concerning women in employment. The most frequent questions discussed were part-time employment, the need for day nurseries for the children of working mothers, and training and retraining of women to meet current and future labour market demands. They also spoke at meetings of interested groups and promoted the work of NES through active membership in women's and community organizations.

MISCELLANEOUS SERVICES

Winter Employment Campaign—Throughout the fiscal year, employment conditions in most sections of Canada were the best they have been since 1957. Notwithstanding the generally high level of employment, active Winter Employment Campaigns were conducted in nearly all local office areas; participation by local groups and organizations increased in many communities. Continuance of the federal government's Municipal Winter Works Incentive Program, its Winter House Building Incentive Program and its wintertime maintenance and construction program for government buildings contributed to an especially busy winter in the construction and allied industries. In a few local office areas where the economy was particularly buoyant, some difficulty was reported in obtaining the services of skilled workers and contractors.

Winter Employment Campaign Committees composed of public-spirited citizens and the staffs of approximately 200 National Employment Offices urged businessmen, industrialists, and householders to explore the many sources of winter employment not only in construction but also in manufacturing, service,

and trade industries. Their efforts in publicizing the benefits to be gained by planning and carrying out work during the winter months were an important factor in maintaining the better than usual demand for workers during the winter months.

The Interdepartmental Working Committee on Winter Employment which is made up of representatives from the Department of Labour and National Employment Service is responsible for the over-all planning and co-ordination of the Campaign. A Sub-Committee on Publicity draws up the advertising schedule and recommends the kinds of promotional material to be produced for distribution through NES. In 1964, efforts were made to have all publicity material shipped to the local offices by the end of September so that they could make early plans for their campaigns.

Government paid advertising appeared in 578 daily and weekly newspapers and amounted to 67,500 column inches. Radio broadcasts were carried by 232 stations and amounted to 1,000 minutes and 4,000 spot announcements. Television coverage was supplied by 79 stations, totalling 340 minutes and 1,200 spots. In addition, newspaper advertising supporting the Winter House Building Incentive Program was published during the months of October and November, 1964.

The following quantities of various items of publicity material in English and French were distributed by local offices: posters—130,000; streamers—75,000; leaflets—1,366,000; envelope stuffers—1,467,000; place mats—790,000; and stickers—345,000.

Two offices were able to arrange for the distribution of 100,000 leaflets each by public utilities' commissions.

A special self-inking stamp in two colours bearing a winter employment message was used on correspondence and envelopes by local offices and co-operating business firms. About 9,000 cardboard leaflet holders were provided to hold a stock of leaflets on counters in banks, post offices, and retail stores. Each box was imprinted with the "little man" symbol and urged persons to support their local campaigns.

Service clubs and other organizations, in particular local Junior Chambers of Commerce, assisted with the promotion of the campaign. In total, 50 organizations participated in campaign activities in comparison to 39 the previous year. This additional personnel and effort supplemented the national publicity program and increased the effectiveness of the local campaigns.

Sponsored publicity arranged by committee members and local office personnel amounted to 157,000 column inches of newspaper advertising with an additional 52,000 column inches of editorial and other news coverage. Sponsored and public service radio time amounted to approximately 8,000 minutes and 25,000 spot announcements. Television support in sponsored or public service time amounted to approximately 5,400 minutes and 4,500 spots. Extensive use was made by these media of the government-supplied newspaper mats and proof sheets, radio spots, TV film clips, and slides. Postage meter ad plates urging support of the Winter Employment Campaign were widely used by government departments, public utilities' commissions, and firms with large mailings throughout Canada.

Substantial support was again received from the Poster Advertising Association of Canada which designed and produced a billboard poster featuring "Why Wait For Spring" and advising readers to contact local offices for assistance. This message was displayed, free of charge, at several hundred locations throughout Canada.

Several bulletins were issued to the staffs of local offices to give guidance and assistance in the conduct of their campaigns. They dealt with various topics aimed at increasing the efficiency of the campaigns. Realizing that Winter Employment Committee members and local office personnel would, on occasion, be required to take part in radio and television programs, one bulletin provided suggestions for effective radio and television appearances. Another, published in December, 1964, discussed measures to counteract the effects of cold weather and the post-holiday decrease in consumer spending.

A training topic for the staffs of local offices was also prepared and distributed. This gave the history of the campaign, provided information on the government's program and outlined ways and means by which staff could contribute to the campaign.

Some use was made of the three films "It's a Crime", "Winter Construction—It Can Be Done", and "House Building in Winter". These films comment on the problems resulting from seasonal unemployment and also describe the building techniques which have been developed to make wintertime construction feasible in almost any temperature.

Municipal Winter Works Incentive Program—For the program starting November 1, local offices arranged, in co-operation with the municipalities and contractors concerned, for the placement of 79,395 unemployed persons on these projects.

Clearance—Clearance is the circulation of employers' orders and workers' applications among National Employment Offices, either in selected areas or throughout Canada. It makes possible organized movements of individuals or groups of workers from one area to employment in another and greatly facilitates the mobility of the labour force.

During the fiscal year, 12,848 new orders and 1,932 new applications were circulated throughout Canada and 11,628 orders and 867 applications were extended or renewed. In addition, 2,133 new and renewed orders were in circulation to the London, England, office. As a direct result of these operations, 57,497 workers were transferred from one area to another in Canada and 1,104 persons entered the country from the United Kingdom for employment arranged by the London, England, officers.

Nearly all the applications placed in clearance were from workers in the professional and managerial occupations. Clearance also played an important role in finding continuing employment for graduates of universities and technical institutions and in arranging jobs for undergraduates during vacation periods.

Clearance was used to obtain staff for many major projects. Some of these projects were: mining and construction operations in the Northwest Territories, the Yukon, Labrador, Northern Ontario, and Manitoba; construction, service, and administration of the Columbia River hydro electric development program; construction and extension of a fertilizer plant and steel mill at Kimberley, British Columbia; maintenance and operation of the Churchill Research Range

at Fort Churchill, Manitoba; recruiting crewmen for vessels whaling off Vancouver Island; construction work at various air terminals in Canada; and the organization and movement of agricultural workers within and between provinces.

National Employment Service, London, England—On August 1, 1964, the staff of the National Employment Service in London, England, was reduced from four officers to two and only workers in the executive and professional occupations are now served. Instead of being a self-contained operation, as formerly, the two NES officers are housed in the office of the Department of Citizenship and Immigration.

Employers' orders for workers in the executive and professional occupations may be cleared to the NES officers in London, England, who, on request, will advertise in newspapers and periodicals on the employers' behalf in order to obtain qualified applicants.

The occupations of the 1,104 workers who entered Canada as a result of the efforts of NES in London, England, were: doctors, psychiatrists, nurses, occupational and physical therapists, medical laboratory technicians, x-ray technicians, pharmacists, dietitians, teachers, draftsmen, radiographers, engineers, and lathe and milling machine operators.

The largest group recruited was, as usual, nurses, of whom 699 entered Canada during the fiscal year for pre-arranged employment with Canadian hospitals and health units. In many instances, the hospitals accepted the selections made by NES without prior interview of the applicants.

Transportation of Canadian Workers—Only three areas were designated by the Minister of Labour as labour surplus areas. St. John's, (for Bell Island), Newfoundland, and Elliot Lake, Ontario, were designated throughout the year and Bancroft, Ontario, was designated from July 1, 1964, to September 30, 1964. Under this program, 28 workers, 207 dependants and the household effects of 71 families were moved at public expense from St. John's and Elliot Lake to various localities across Canada where employment was available. The cost to the government was \$36,631.58. None of the workers who were laid off in Bancroft required assistance in moving to other areas.

The Federal-Provincial Farm Labour Program provided fares for agricultural workers in Ontario and Prince Edward Island at a cost of \$12,992.10, shared equally by the Federal Government and the governments of the provinces concerned.

As part of the policy to facilitate the mobility of Canadian workers and to enable them to proceed to employment in areas other than those in which they resided, recoverable transportation costs were advanced to workers on behalf of their Canadian employers at a cost of \$99,146.13.

Immigration—Immediately on arrival in Canada, a landed immigrant is entitled to the same assistance from NES in obtaining employment as is any resident of Canada. In many occupations, especially those in the professions and skilled trades, a knowledge of English or French is a primary requisite for a job; local office staff counsel those who do not have sufficient fluency on how best to improve their language ability. They also give information about the action to be taken by workers to have their qualifications assessed in relation to Canadian standards. Those who are not eligible to enter their usual occupations are assisted in finding a related type of work.

In the case of persons who enter Canada as a result of inter-governmental arrangements, NES has a special responsibility. Only one such movement was in effect in the past fiscal year and that was the admission of 250 household service workers from the West Indies and 30 from British Guiana. NES representatives met these women on arrival, and provided them with information to help them to adjust to life in the communities in which they were placed.

EMPLOYMENT COMMITTEES

In carrying out the functions of the employment service, the Unemployment Insurance Commission received advice and assistance from the National Employment Committee, four regional employment committees and 64 local employment committees. The membership of the employment committees is made up of equal representation from labour and employer organizations, supplemented by members of organizations representing such groups as women, agriculture, veterans, welfare, and education.

National Employment Committee—The National Employment Committee met on two occasions during the fiscal year. The meetings were held at Ottawa in December, 1964, and at Port Arthur in March, 1965. Recommendations submitted to the Commission were related to the employment service to youth, the transfer of the NES to the Department of Labour, staffing in NES offices, and the NES role in Canada's manpower policy.

Regional and Local Committees—In addition to giving consideration to the operation of the employment service in the region, the regional committees submitted resolutions to the Commission pertaining to employment service matters of a national nature.

Through their contacts with the public and with the managers of NES offices, local committees continued to develop and maintain an awareness of the services provided to employers and applicants by NES offices. Local committees in all regions were active in promoting winter employment and in assisting local offices in conducting winter employment campaigns

UNEMPLOYMENT INSURANCE

GENERAL

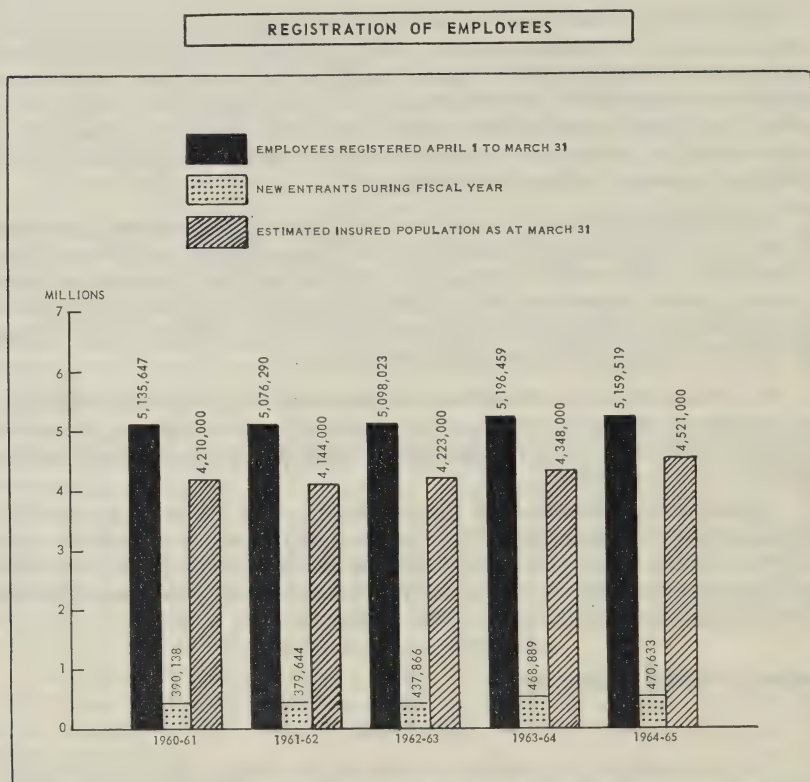
The improvement in economic conditions in Canada during the past two years is reflected in the work relating to unemployment insurance for the year under review. All five regions of the Commission shared in the firming of the labour market and in the decline in unemployment. The labour force was 2.5 per cent higher in March, 1965, than in March, 1964, although the insured population decreased by 0.7 per cent during the year under review.

The labour force is growing at an average annual rate of about 2.2 per cent and in March, 1965, there were 72,000 more women and 94,000 more men working than there were a year earlier. The female participation rate in all age groups rose to a greater extent than in the previous two years, with the result that the total female participation rate rose quite sharply to 30.5 per cent.

Almost half a million new jobs have been created since the spring of 1963 and unemployment, at the end of the fiscal year, was at its lowest level since 1957. The estimate of 387,000 unemployed for March, 1965, was 69,000 lower

than a year earlier and represented 5.6 per cent of the labour force, as compared to 6.8 per cent in March, 1964. The over-the-year decrease was fairly widely distributed among the various age groups.

Further evidence of the decline in unemployment was evinced by the number of active claimants on the last day of each month, the total of which reached a peak of 559,234 in February, 1965; this was a decrease of 47,910 from the peak month of the previous year.



REGISTRATION OF INSURED EMPLOYEES, BY PROVINCES

	1963-64	1964-65
NEWFOUNDLAND	105,722	109,665
PRINCE EDWARD ISLAND	20,874	18,864
NOVA SCOTIA	184,697	156,998
NEW BRUNSWICK	180,830	177,473
QUEBEC	1,547,252	1,643,672
ONTARIO	1,960,527	1,832,028
MANITOBA	278,098	254,644
SASKATCHEWAN	138,173	144,291
ALBERTA	314,322	344,609
BRITISH COLUMBIA	465,964	477,275
CANADA	5,196,459	5,159,519

In the fiscal year ending March 31, 1965, ordinary benefit payments amounted to \$265,660,062 and seasonal benefits totalled \$69,370,125 representing a decrease of eight per cent and 11 per cent, respectively. The balance in the Unemployment Insurance Fund as at March 31, 1965, was \$40,496,763.

COVERAGE

The number of coverage inquiries from the public which required rulings by local and regional offices was 28,792, as compared to 30,405 in the previous year. Cases in which field offices requested guidance from head office numbered 1,924 as compared to 1,759 in the previous year.

Appeals against coverage rulings issued by officers of the Commission are submitted for formal decision by the Commission. There were 47 such cases considered by the Commission as compared to 56 in the previous year. In 41 of the cases, the original ruling given by the officer concerned was upheld by the Commission. In five cases the Commission reversed or modified it. One case was referred by the Commission to the Umpire for decision in accordance with Section 33 of the Act. Oral hearings were held by the Commission in connection with 15 cases, as compared to eight in the previous year.

The Umpire dealt with 11 cases in which appeals were made against the Commission's decision as compared to 14 in the previous year. Nine of the appeals were dismissed and the Umpire referred two cases back to the Commission for further investigation.

A substantial percentage of cases in which coverage rulings were required had to do with the interpretation of the wage ceiling provisions of the Act. The ceiling of \$5,460 a year for compulsory coverage applies to salaried employees, but there is no upper limit for employees paid at hourly or daily rates or for those on a piecework or mileage basis; these latter are insured even if their yearly earnings exceed \$5,460.

It was found difficult to determine the application of the ceiling in cases where bargaining agreements between employers and employees included a guarantee of a minimum weekly amount of earnings, as this tended to obscure the difference between hourly and weekly rates. Similar difficulties of interpretation arose where employers, for costing or other purposes, converted weekly or monthly rates to the hourly equivalent and showed the latter on the payroll.

These and other questions arising from the application of the ceiling have been of increasing concern to many employees because several years have passed since the insurable limit of \$5,460 for salaried employees was established and the gradual rise in the average earnings level since then has been tending to exclude from coverage more and more employees who were formerly insured.

CONTRIBUTIONS

Contributions from employers, employees and the Government increased over the previous year by \$16,998,657 (approximately 4.8 per cent) to a total of \$372,901,531. This increase was attributable to the higher level of employment and the reduction in unemployment.

The estimated number of employees in insurable employment was 5,159,519, a decrease of 36,940 (approximately 0.7 per cent) from the year before. A comparison of figures for the years from 1960-61 to 1964-65 are illustrated in the chart entitled "Registration of Employees".

At March 31, 1965, there were 340,888 employers registered with the Commission as employers of insurable employees, an increase of 2,509 from the previous year. It will be seen from the following table that the trend is for employers to pay contributions by the bulk payment method and this has now been implemented by 12,722 employers and the number is increasing yearly. Although these employers represent only 3.7 per cent of the employers having insurable employees, their insured employees represent 55.2 per cent of the insured population.

EMPLOYERS USING BULK PAYMENT METHOD OF CONTRIBUTIONS

	1961-62	1962-63	1963-64	1964-65
Permits granted.....	1,444	1,369	1,225	1,272
Subsidiaries included.....	210	237	229	222
Cancellations.....	416	439	428	379
Permits in force at March 31.....	10,102	11,032	11,829	12,722
Increase.....	11%	9%	8%	8%

There were 1,436,541 claims computed or recomputed during the year, a decrease of 66,662, or 4.4 per cent, from the previous year.

An index of all insured persons is maintained in Ottawa. Consequent upon the re-registration of these persons, as described below, a re-organization of the index took place so that it may serve the Canada Pension Plan as well as the Unemployment Insurance Commission. Inquiries received by, and referrals to, the index totalled 341,462 as compared to 440,708 in 1963-64.

Re-Registration of Insured Persons—A major undertaking by the contributions division was the substitution of Social Insurance Numbers (for purposes of unemployment insurance and the Canada Pension Plan) for the previous Unemployment Insurance Numbers. This task was accomplished mainly during the months April-June, 1964, and the success achieved was obtained through the fullest co-operation of organizations of workers and of employers as well as through the assistance of other government departments, notably National Revenue (Taxation Division), Comptroller of the Treasury, and National Health and Welfare.

This resulted in some 6.3 million new registrations and allocations of Social Insurance Numbers. This number includes the insured population and also non-insured persons who registered voluntarily in anticipation of the Canada Pension Plan.

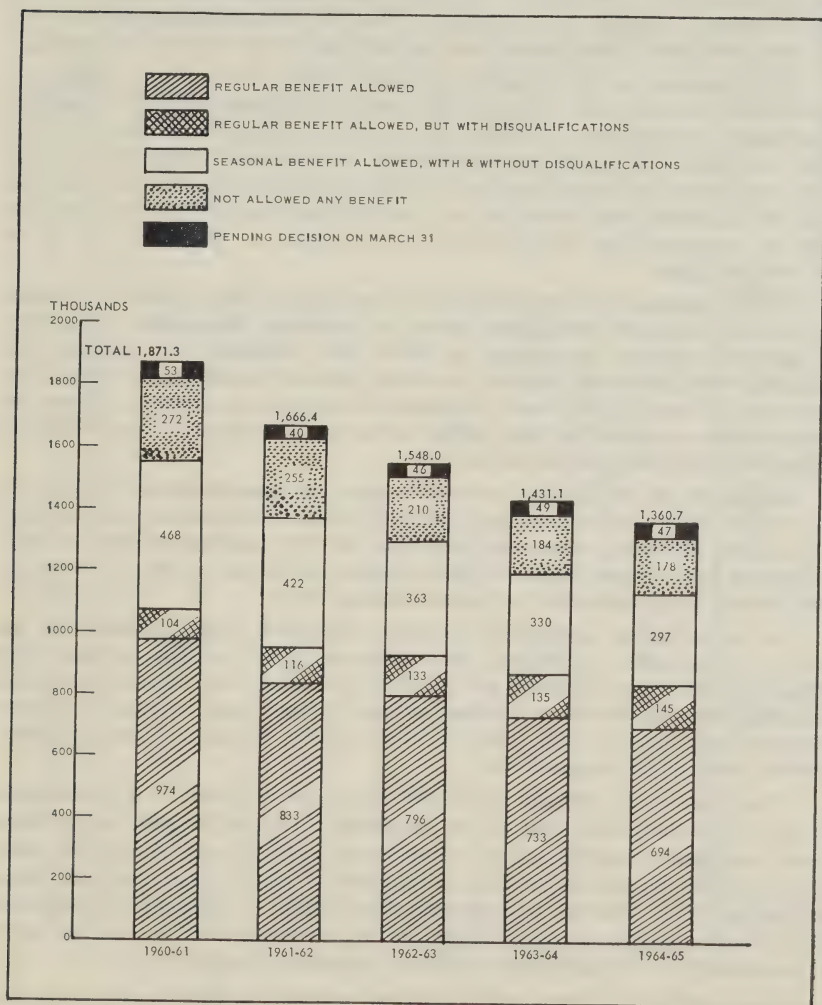
CLAIMS OPERATIONS

The trend of the last three years continued, with the result that for the fourth consecutive year there was a decrease in the number of claims processed, in the number of individual payments made, and in the amount of benefit paid.

A number of changes were made to the procedures for processing and paying claims for benefit. Following the Commission's policy of eliminating the payment of benefit by cash, a postal system of paying benefit is now in effect in nearly all of the Commission's local offices. The insurance function of three of the four zone offices in Metropolitan Toronto was consolidated into one central

point, and an experimental centralized payment system was implemented in the Prairie regional office. The program of periodic interviews of claimants for benefit and the post audit of claims were continued.

STATUS OF CLAIMS



There were 1,313,981 initial claims processed, a decrease of 67,754 (4.9 per cent) from the previous year. It is interesting to note that the decrease in the number of claims processed did not pertain to any particular time of the year or to any particular area. This decrease is also reflected in the number of active claims at the end of each month; these were lower each month than for

the corresponding month of the previous year. The highest number of active claims was 559,234, a figure reached in February; it represented a decline of 47,910 (7.9 per cent) from the 607,144 reached in the previous February.

Regular benefit was established for 870,388 claims representing 66.2 per cent of the total initial claims processed; this was comparable to 64.8 per cent for the previous year. Entitlement to seasonal benefit was established for 308,307 claims (23.5 per cent) of the total claims processed as compared to last year's figure of 340,395 (24.6 percent). The 135,286 remaining claims (10.3 per cent) were those from persons who did not qualify for any type of benefit.

The decrease in the number of claims filed reduced the number of individual payments. Local offices of the Commission made 8,582,325 individual payments to claimants, a decrease of 14 per cent from the previous year; of these, 3,309,081 (38.6 per cent) were made by cash and 5,273,244 (61.4 per cent) were made by benefit warrant. In the previous year, 55.4 per cent of individual payments were made by cash and 44.6 per cent by warrant. The total value of payments was \$335,030,187 as compared to \$365,654,718 in the 1963-64 fiscal year.

Of the Commission's local offices, 154 now pay benefit by mail. In addition to providing more efficient claims service to claimants, the system of payment by mail has distinct advantages to them. For example, the distance that claimants were previously required to travel between residence and local office each week to report is no longer a problem; claimants do not have to bear the transportation costs to the local office to report and they are not subject to periods of waiting in the local office.

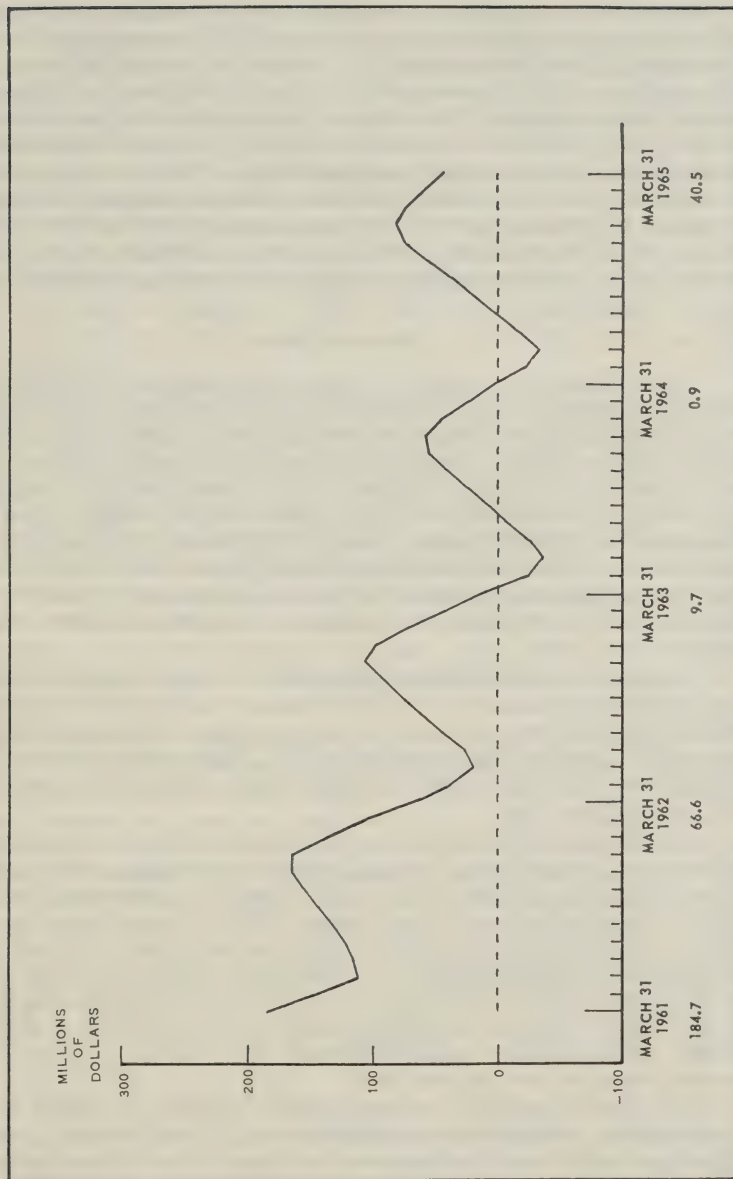
Concentration of payment activities from three zone offices in Toronto into one resulted in that office handling a larger number of claims than any other in the country. The peak of active claims was 26,727, reached in March, 1965. To handle the payment aspect of such a large operation, it was necessary to install mechanical equipment in the consolidated office.

An experimental centralized payment system was implemented in the Prairie regional office in August, with claimants from the Port Arthur, Fort William, Fort Frances, Kenora and Portage la Prairie local offices being paid from this point. Under the centralized system, the payment function is entirely removed from the local office but all other aspects of the insurance function remain a local office responsibility.

The program of periodic interviews, the purpose of which is to examine periodically a claimant's right to the continued receipt of benefit, has a much greater significance now that more claimants are paid by mail. During the year, 112,759 interviews were conducted, a decrease of 12,641 (10.1 per cent) from the previous year. The two main factors contributing to this decrease were the decline in the number of active claims and the involvement of local office staffs in the conduct of the registration for Social Insurance Numbers.

The Commission's post audit program, whereby a portion of claims for benefit are audited to determine whether the claimants have correctly declared earnings while drawing benefit, was again undertaken. However, for the year under review the program was curtailed. The reduction in the number of claims post audited was necessitated by the involvement of the regional and local office staffs in the re-registration of employees. The period of the year in which the regional office staff was most deeply involved with the registration program

MONTHLY BALANCE IN UNEMPLOYMENT INSURANCE FUND, MARCH 31, 1961 TO MARCH 31, 1965



coincided with the period during which post audit activity is normally at its peak. The number of cases post audited was 367,873 as compared to 637,608 the previous year.

The results of the post audit revealed that 9,873 claimants had made some form of misrepresentation with regard to earnings or unemployed status when collecting benefits; this represents 2.7 per cent of the total claims audited as compared to last year's figures in which 4.0 per cent of the total claims audited revealed misrepresentation. This reduction indicates that the post audit program is serving as a deterrent to claimants attempting to make misrepresentations when drawing benefit. Overpayments amounting to \$318,416 were established. In addition to the overpayments established, disqualifications reducing future entitlement to benefit as provided by the Unemployment Insurance Act were imposed on 5,986 claimants. Prosecution was undertaken in 441 cases. At March 31, 1965, there were still a number of cases pending investigation.

ADJUDICATION

The decrease in the number of claims filed resulted in a decrease in the number of claims requiring adjudication. Nevertheless, the proportion of claims on which questions of entitlement arose reached a substantially higher level than in the previous year, particularly in the latter months. This was attributable, in part, to continuing emphasis on the determination of eligibility. In comparison to the previous fiscal year, there was an increase in the ratio of disqualifications affecting initial claims, but a decrease in the ratio of disqualifications affecting renewal and continuing claims; the over-all effect was a lower ratio of disqualifications on the basis of all types of claims. There was a marked decline in the number of appeals to boards of referees and to the Umpire.

The number of initial claims adjudicated, on which claimants fulfilled the contributions requirements in the first instances, was 1,135,931. Of this total, 969,816 (85.4 per cent) were allowed with no disqualification and disqualifications were imposed on the remaining 166,115. There was a decrease of 61,490 (5.1 per cent) in the total number of initial claims adjudicated in comparison to the previous fiscal year.

An additional 857,443 decisions were issued on renewal claims filed during the course of a benefit period, or on questions of entitlement which arose in the course of continuing claims, or on claims where it was subsequently established that the contribution requirements were fulfilled, having failed in the first instance. Of this number, 650,767 (75.9 per cent) were allowed with no disqualification, and disqualification was imposed on 206,676 claims. A further 39,544 claimants were considered not eligible for such additional entitlement as the dependence rate on a continuing claim. The total number of decisions on renewal and continuing claims decreased by 101,942 (10.2 per cent) in comparison to the previous fiscal year.

The total number of disqualifications imposed on claims on which entitlement had otherwise been established was 372,791, a decrease of 32,397 (eight per cent) from the previous fiscal year. The disqualifications were effective in varying periods—from the date the claim was made or during the life of the claim. The principal reasons for disqualification and the number of claims affected were as follows: 95,073 claimants were not available for work; 91,980 voluntarily left their employment without just cause; 47,637 failed to

make their claims for benefit in the prescribed manner (including neglect to lodge insurance book); 17,057 punitive disqualifications were imposed by reason of false statements or misrepresentations; 40,937 were disqualified because of the determination and allocation of earnings; 21,299 refused offers of suitable employment; 17,904 lost their employment due to misconduct; and 7,038 were disqualified for having lost their employment by reason of a stoppage of work attributable to a labour dispute. The remaining 33,866 disqualifications were imposed for such reasons as the claimant being not unemployed, not capable of work or having ceased work by reason of illness.

As compared to the previous fiscal year, there was a decrease of 14,407 in disqualifications imposed for non-availability and of 19,273 in punitive disqualifications imposed for misrepresentation. On the other hand, disqualifications for loss of employment by reason of a stoppage of work attributable to a labour dispute increased by 4,611 and disqualifications because of determination and allocation of earnings by 5,068. There was a decline in the number of other disqualifications imposed proportionate to the decline in the number of claims adjudicated.

Applications to have claims antedated numbered 6,074, an increase of 645 over the previous fiscal year. Of these, 2,922 (48.1 per cent) were approved and 3,152 (51.9 per cent) disallowed. Applications for extension of the qualifying periods, for reasons such as the claimant having been self-employed, having worked in non-insurable employment, or being incapacitated for work, numbered 21,873. This was a decrease of 4,451 from the previous fiscal year. There were 16,086 (73.5 per cent) of these applications allowed.

Boards of referees considered 22,562 cases pursuant to appeals made by claimants against decisions given by insurance officers. This was a decrease of 7,190 cases, as compared to the previous year. Appeals were allowed in 2,712 (12 per cent) cases, and the insurance officers' decisions upheld in the remainder.

The adjudication division reviewed and prepared, for submission to the Umpire, the appeals filed during the fiscal year. Where necessary in connection with any appeal, the division also prepared and submitted briefs reviewing the material facts and the appropriate entitlement principles and jurisprudence for consideration by the Umpire in making his decision. The Umpire disposed of 150 appeals, a decrease of 27 as compared to the previous fiscal year. Of the appeals decided, 126 were made by claimants and their associations, a decrease of 27; and 24 appeals, the same number as in the previous fiscal year, were made by insurance officers. The Umpire upheld the appeal of the claimant or his association in 43 cases, and that of the insurance officer in 22 cases. The remaining 85 appeals were dismissed. The adjudication division reviewed these decisions of the Umpire for the preparation of suitable short summary head-notes for each.

The division prepared for public use a "Digest of Benefit Entitlement Principles", comprising a fully comprehensive review of the jurisprudence on questions of entitlement to benefit and on questions respecting the jurisdiction of the adjudicating authorities. The digest, which will be available to the public through the Queen's Printer, will be kept up to date periodically by the publication of amending releases which will outline and incorporate the effect of current Umpire's decisions.

RESEARCH DIVISION

The main functions of this division are to conduct research into a wide range of matters and to advise on new policy and legislation. It is proposed to develop fundamental research into the principles of unemployment compensation, the legislation and practices of other countries, the circumstances of the unemployed, the adequacy of benefits and the financing of unemployment insurance. It is planned to develop new and improved statistics in conjunction with the Dominion Bureau of Statistics.

A forecasting system for use in making estimates of the Fund and unemployment conditions was devised. Preparations were made to organize statistical material into forms suitable for research. Visits were made to a number of research agencies in Washington and other parts of the United States in order to discuss subjects being investigated in the United States, what techniques have been found most practicable, and to invite comment upon the plans for the work of this division. Visits of this kind give access to the experience that other people have built up over many years, save time and money, and will help to make the research program of the division more effective.

AGREEMENTS WITH OTHER COUNTRIES

During the 1964-65 fiscal year, 3,756 interstate claims were filed against various states of the United States by persons residing in Canada who had formerly been employed in the United States, and 2,641 were filed against Canada by persons residing in the United States who had formerly been employed in Canada. These claims are dealt with in accordance with the reciprocal agreement that has been in force since 1942 between the Governments of Canada and the United States.

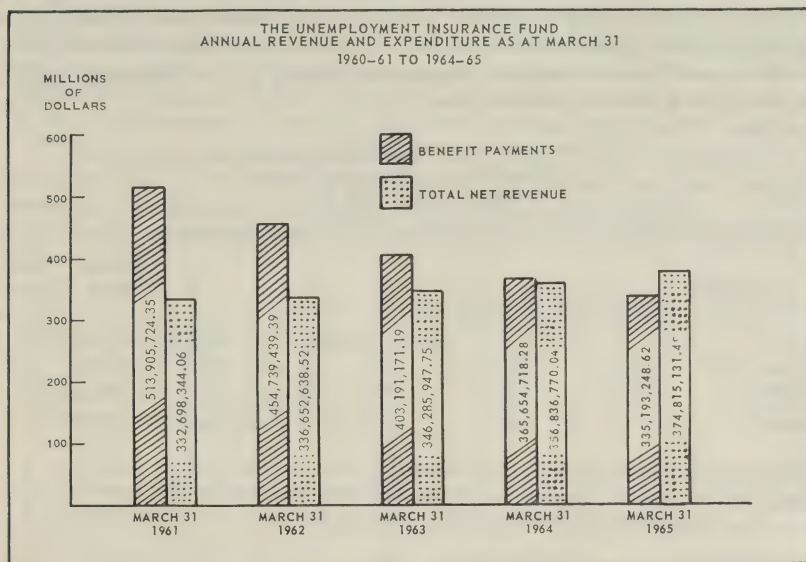
There are still four states, Alabama, Iowa, Maine and New Hampshire, that are not participating in this reciprocal arrangement. Subscription to this arrangement is optional by the state and every effort was made, without success, by the Commission and the Canadian Government to include Maine and New Hampshire. For the present, the subject is considered closed.

UNEMPLOYMENT INSURANCE FUND

The balance in the Fund at April 1, 1964, was \$874,881. Total revenue for the fiscal year 1964-65 amounted to \$374,815,131 including employer, employee and Government contributions, penalties, and interest on investments. This was an increase of \$17,740,464 over the revenue of 1963-64. Of the total revenue, employer contributions amounted to \$155,375,638 (41.5 per cent), employee contributions to \$155,375,638 (41.5 per cent), and Government contributions to \$62,150,255 (16.6 per cent).

With the exception of June and September, 1964, and March, 1965, the amount of benefit paid each month was less than the corresponding month of the previous year. Total benefit payments for the year amounted to \$335,030,-187 a decrease of \$30,624,531 from the previous year. The decrease is attributed mainly to the general improvement in economic conditions. During the months of April and May, 1964, and January, February, and March, 1965, benefit payments exceeded revenue. However, the balance at the end of the year showed that revenue exceeded benefit by \$39,621,882. This resulted in a balance of \$40,496,763 remaining in the Fund at March 31, 1965.

The accompanying diagram compares annual revenues and expenditures for the fiscal years from 1960-61 to 1964-65.



FISCAL YEAR ENDED MARCH 31	CONTRIBUTIONS		INTEREST AND MISCELLANEOUS	NET REVENUE	BENEFIT PAYMENTS
	EMPLOYER & EMPLOYEE	GOVERNMENT			
1961	275.3	55.1	2.3	332.7	513.9
1962	277.8	55.6	3.3	336.7	454.7
1963	286.4	57.3	2.6	346.3	403.2
1964	296.6	59.3	.9	356.8	365.7
1965	311.4	62.2	1.8	374.8	335.2

TECHNICAL SERVICES

INSPECTION

The inspection division continued its work of inspecting offices of the Commission. In addition to ascertaining whether offices are correctly interpreting and following the directives of head office and evaluating the efficiency of operations and the effectiveness of management, an assessment is made of the services provided to the public.

In view of the probable changes to be made in the inspection system in the course of reorganizing the Unemployment Insurance Commission and the National Employment Service following the transfer of the latter to the Department of Labour, it was decided early in 1964 to postpone the filling of

inspector positions made vacant by the promotion of inspectors. As a result, there were only 13 positions filled of an establishment of 18 at the beginning of the fiscal year. By the end of the year this had been reduced to 10. Also, a number of inspectors were assigned to assist in the installation of the regional processing centres which were set up for the issue of Social Insurance Numbers.

As a result, the number of inspections shown in the following table is somewhat lower than in previous years.

LOCAL AND BRANCH OFFICES INSPECTED
BY REGION AND GRADE OF OFFICE
FISCAL YEAR 1964-65

<i>Region</i>	<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>	<i>5</i>	<i>6</i>	<i>7</i>	<i>Branch Offices</i>	<i>Total</i>
Atlantic.....	—	1	2	2	1	—	—	4	10
Quebec.....	—	2	3	6	3	1	—	5	20
Ontario.....	3	6	1	3	3	1	—	—	17
Prairie.....	—	3	2	2	—	—	1	—	8
Pacific.....	—	—	—	—	1	—	—	—	1
	3	12	8	13	8	2	1	9	56

These inspections indicated that, in general, local offices were operating satisfactorily.

INVESTIGATION

The investigation division is responsible for ensuring compliance with the Unemployment Insurance Act and Regulations by persons claiming benefit, for investigating suspected false claims for benefit, for investigating certain employer infractions, for reviewing reports on investigations related to employer infractions completed by the audit division, and for instituting prosecution proceedings or asserting statutory penalties where the evidence supports such action. Additionally, the investigation division is responsible for the recovery of monies owing by employers and claimants when routine collection procedures have failed. In such cases, where there is evidence of ability to pay, resort is made to either Exchequer Court or garnishment procedures.

During 1964-65, the activities of the division remained at a high level despite changes in staff, operational techniques, expansion of areas of responsibility, and special assignments. A total of 129,713 investigations of all types was completed, a decrease of 7,903 from the previous year. The average number of field investigators was 109 as compared to 114 for the previous year. At March 31, 1965, eight enforcement officer positions and one assistant regional enforcement officer position were vacant.

Investigation districts were realigned on September 1, 1965, resulting in the creation of 43 new districts, to which officers of the special saturation group were assigned. Prior to assuming their new duties, these officers were given one month's refresher training, covering all aspects of investigational work.

The area of investigative responsibility of the division was enlarged to include the investigation of certain employer infractions.

Enforcement officers were required to assist with the registration program for Social Insurance Numbers, resulting in some staff being assigned to regional processing centres, with the remainder being assigned investigations concerning apparent failures of both employers and employees to comply with the Regulations concerned. A total of 22,810 such investigations were completed.

The registration program also curtailed the post audit program and had an effect on the over-all production and results of the division. Nevertheless, the standard of performance throughout the division was satisfactory.

Comparative figures for the past three years are shown in the following table:

	1962-63	1963-64	1964-65
Penalties imposed on claimants under Section 65 of the Act.....	20,367	19,655	*10,046
Prosecutions undertaken (claimants).....	2,090	1,773	1,304
Prosecutions undertaken (employers).....	808	1,314	831

*The 1964-65 total does not include the penalties imposed on claimants by insurance officers where no investigation was carried out by enforcement officers. In previous fiscal years, these penalties had been included in the total.

The following table shows the number and total amount of collections through garnishment and Exchequer Court proceedings with comparative figures for the previous fiscal year.

	1963-64		1964-65	
	Number	Amount	Number	Amount
Employers: Garnishment.....	1,112	\$ 90,184.43	1,236	\$ 107,524.72
Exchequer Court.....	36	1,624.00	39	1,139.27
Claimants: Garnishment.....	3,121	194,199.33	2,916	183,546.65
Exchequer Court.....	123	7,458.38	54	3,704.00

In Appendix VII of this report a statistical summary of investigations completed by the investigation division in 1964-65 is provided. Appendix VIII contains a summary of prosecutions undertaken during the same period against claimants and employers for various infractions of the Act and Regulations. In addition to the legal action recorded in Appendix VIII, there were six prosecutions instituted under the Criminal Code, all of which were successful.

AUDIT

The role of the audit division is to audit the books and records of registered employers to see that contributions required are made to the Fund and that each insured worker is credited with the proper contributions. It is also the responsibility of the audit division to ensure that contributions are not overstated or credited to persons not entitled to them.

Although at the end of the year 342,788 employers were registered, employer turnover during the year meant that 401,636 employer files were subject

to audit, a slight increase over the previous year. Working from 38 districts where the audit files and clerical staff are located, an average staff of 301 field auditors made 195,500 audits, as compared to 211,681 for the previous year. The percentage of employers audited was 51.1 as compared to 56.5 for the previous year. The extensive assistance given by the auditors in the registration of employees for Social Insurance Numbers which took place in the early part of the year was the main reason for the reduction in the number of audits completed and the percentage of employers audited.

In order to provide prompt service to employers and to local offices, and for the sake of economy, auditors are located at 38 district centres and 102 resident auditor points.

In the course of their work, it is not uncommon for auditors to encounter deliberate evasion although financial difficulties and neglect are most often the reasons why contributions are found in arrears. One example of neglect is where an employer has not insisted that a new employee present an insurance book at time of hiring so that stamping soon begins to fall in arrears. Increasing efforts are being directed toward impressing this type of employer with the need to obtain insurance books promptly.

The audit establishment was increased by 43 auditor and 22 clerical positions, effective April 1, 1964. However, because of difficulty in recruiting auditors and because of staff turnover, an average of 31 auditor positions were vacant during the year. Some positions were vacant during the entire year. This situation, coupled with the task of training 92 new auditors, seriously retarded the audit program.

Experience has proved that the longer the interval between audits, the greater the incidence of delinquency and the greater the difficulty in collecting the arrears and assigning them to the proper worker account. Confusion and delay occur at time of claim for benefit if contributions are not kept up to date and this is borne out by the fact that 35,938 investigations were made during the year, many as a result of complaints from workers that employers had not given them a properly-stamped contribution record at time of separation. There were also some investigations requested by local offices who required assistance in establishing the *bona fides* of questionable contributions discovered in insurance books when claims were being filed.

Each district office makes a monthly review of stamp requisitions by employers in the area in order to learn of employers whose purchases seem to be in arrears. During the year, 342,313 letters were sent to these employers and in most cases a satisfactory reply was received, thus saving the cost of a special interim audit visit. Bulk payers who are late in submitting their monthly remittances are followed up by regional auditors.

Of the 195,500 audits done, 62,712 or 32.1 per cent resulted in overdue contributions being established. In 18,411 cases, the employer was delinquent for the second successive occasion so that a 10 per cent penalty was added. Overdue contributions and penalties established during the year amounted to \$3,464,-016.97 and \$130,272.97 and, at the end of the year, the outstanding balances were \$841,758.32 and \$38,002.78 respectively. Of the amount outstanding, 51.6 per cent related to bankruptcies as compared to 56.6 per cent at the end of the previous year.

To keep collection costs to a minimum, auditors attempt to collect while still on the employer's premises. If unsuccessful, the district auditor continues collection effort and, finally, regional permission is sought to invoke Exchequer Court action or Demands on Third Parties.

Auditors continued to reconcile remittances of selected bulk payers against the total of their employee contribution statements. In only a few cases was it found necessary to make any adjustments.

Auditors also continued to perform verifications of local office cash balances used for the payment of benefit; 127 such verifications were made. As more and more local offices transfer to payment of benefit by mail, this activity will diminish.

The auditors made 831 appearances in court as informants against employers who were charged with various offences such as failure to maintain adequate records, failure to deliver contribution records to local offices or to separating employees, failure to produce records for audit, and similar types of non-compliance.

At the request of the insurance branch, the auditors distributed to employers an informative brochure which enlisted their aid in providing prompt and accurate information when ex-employees have filed claims for benefit.

An additional duty was assigned to the audit division during the year, namely the post-audit of claims from employers for partial reimbursement of wages paid under the Older Worker Employment and Training Incentive Program. During the year, the Commission's auditors made 1,072 interim and 618 final post-audits under this program.

Audits were made of several Winter Works Projects and in a number of cases it was found that unemployment insurance contributions had to be corrected.

Auditors continued to act as employer relations officers on behalf of the National Employment Service where requested to do so by the local office manager.

STANDARDS AND METHODS

The work measurement reporting system was introduced in the Prairie region in June, 1964. This completed the installation program, and all local offices were reporting insurance operations in July, 1964.

During this period, the insurance branch introduced several procedural changes in pay operations. This necessitated the study of these operations to develop revised time standards. All other existing time standards were also reviewed as part of the continuous program of maintenance of standards. As a result, revised time standards were developed for all operations.

Once local offices had become familiar with the reporting system, an analysis of all reports was made. This analysis pointed out several areas in the system that could be improved. These improvements were developed and a new reporting system instruction manual was prepared. The revised manual, which also included the revised time standards, was introduced to all local offices in March, 1965.

The work study program was extended to regional and head office, with surveys on adjudication, contributions, printing, employers' index, and central index undertaken. The surveys on adjudication and contributions are still in progress while the others have been completed.

The systems and procedures division participated in the planning and implementation of a central pay system for the Prairie region, whereby claimants from a selected group of local offices were being paid by mail from a central computer installation.

Assistance was given in the revision and redesign of the Administration Manual.

Upon request by the Commission, a survey was conducted among beneficiaries who went off claim in May, 1964, and a report was submitted.

Duplicating operations in head office and regional and local offices were studied and new machines installed, resulting in improved quality of service and reduction in cost.

The filing system for the 701M (Application for Employment) has been studied and rotary electric files have been recommended and installed in the Toronto local office.

Further progress was made with the forms management program.

The numerical file of forms was given particular attention in preparation for the establishment of a functional file. New filing equipment was introduced which allows for better operation with a minimum of clerical work.

At the beginning of the year, there were 1,231 forms in the program and 1,021 at the end, a balance of 210 fewer forms. During the same period, 310 major jobs were undertaken, i.e., design of new forms or major revision of existing forms. An average of 70 routine reprints per month were processed.

A survey of stock forms was initiated, resulting in the withdrawal from the stockroom of 225 forms with a total volume of 800,640.

A feasibility study was carried out to develop alternative systems, methods, and procedures which could be adopted to replace the stamp system of contributions.

The study established that the stamp method of contributions could be replaced by a reporting system, whereby employers would be requested to remit contribution monies on a monthly basis and report details of contributions by means of a quarterly return. The adoption of a return system would result in a considerable reorganization of the Commission, in that returns would have to be posted to each individual account and made readily available for computation of entitlement when a claim is established. This would mean a centralization of the five existing contribution centres and the use of a relatively large computer for processing, storing, and computing purposes,

It was established that the proposed method of contributions would impose considerable changes on employers. Sampling surveys were conducted to assess its acceptability. Although the majority of employers were very favorable to the proposal, it was concluded that its full acceptance could only be determined under actual operating conditions. To meet this requirement, a trial system is now being developed which could be used to test the acceptability and compliance of employers and assess the effectiveness of the proposed system.

Studies were also made of other contribution systems that could be used with alternative contribution schemes.

Employees of the Commission continued to use the Suggestion Award Plan to bring forward their ideas for improving the Commission's operations. Seven hundred and seventeen suggestions were submitted by employees of the Commission during the year. This is a participation rate of 8.3 per hundred employees. Eighty-eight suggestions were approved and awards granted and an additional 70 suggestions were adopted and are awaiting implementation.

ADMINISTRATION

LEGAL

The Legal Adviser's office dealt with some 1,000 cases and questions, of which 53 were referred to the Department of Justice for an opinion or attention.

Forty applications for formal coverage decisions under Section 30 of the Unemployment Insurance Act were received for processing and the drafting of decisions. Seven decisions of the Commission were appealed to the Umpire. Fourteen appeals to the Umpire from Commission decisions were processed by the preparation of necessary factum and submissions. Solicitors of this office appeared as Commission counsel at five oral hearings of such appeals.

The effect of 169 benefit appeal decisions was considered and a further 170 were reviewed for purposes of publication. Twenty-seven recommendations for appeals by insurance officers from decisions of boards of referees were reviewed. Solicitors acted as counsel for the Commission at 70 oral hearings before the Umpire on benefit cases. Twenty-five submissions and memoranda to the Commission from Commission officers were reviewed and the legal implications commented upon. Two amendments to the Regulations were drafted, both consisting of additions to subsections 146 and 147. The first had the effect of making the furnishing of a Social Insurance Number a condition to or a part of the prescribed manner of making a claim, while the second had like effect with respect to the necessity of a person who has subsequently changed his name by reason of marriage or otherwise making application for a new Social Insurance Number card. This office also supervised the reprinting of the office consolidation of the Regulations, conducted necessary liaison with the Department of Justice, and proofread the galley proofs.

Sixty-six prosecution files were reviewed and the draft consents approved. The rewriting of booklet 215A, being instructions to standing legal agents, was supervised. Solicitors of the office rewrote Appendix A of the Enforcement Manual, revising the forms of consent and informations and adding sample forms of informations for prosecution of most of the various offences under the Act and Regulations.

Unusual litigation in which the Commission was involved included an application made in the Alberta courts for a Writ of Certiorari challenging the jurisdiction of the insurance officers and boards of referees. As an Umpire's decision was unfavorable to the applicant, the matter was withdrawn.

PUBLIC RELATIONS

The Commission's national program of television film clips continued, with a new clip being issued each month. On an average, 56 television stations used the one-minute NES clips and the total number of showings obtained was 6,674. Local offices reported that, in most cases, the clips were shown on prime viewing time.

Local offices also continued to expand their public service television programs based on job opportunities. At the end of the fiscal year, 38 NES offices were conducting regularly-scheduled programs over 41 television stations. Additional television publicity was obtained for such special projects as the Social Insurance Number registration and numerous other panel and interview programs.

Radio stations across the country continued to air NES promotional tapes, although new material was curtailed toward the end of the fiscal year because of staff shortage. However, the most popular programs were distributed to the field for transitional use until the flow of new material could be resumed.

Public interest in radio "Job Opportunities" programs continued high, and some 120 NES offices conducted such programs over some 136 radio stations. Almost half of these programs were on a daily basis.

In conducting extensive public relations activities with a wide variety of community organizations and institutions, NES local office personnel made 2,268 individual addresses to audiences totalling 192,360. Many of these addresses were given to school classes on the theme of the value of obtaining best possible education.

A number of new pieces of promotional literature were produced by head office during the year. Local offices distributed to interested organizations and individuals approximately one million copies of 32 booklets, pamphlets and other brochures describing the various Commission services available.

In newspaper publicity, local offices wrote promotional copy for regular NES columns in 30 newspapers across the country. In addition, extensive coverage was obtained through news and feature stories on local office activities and services.

ESTABLISHMENT AND ORGANIZATION

During the year, 65 new positions were added to the establishment of regional and district audit offices to meet immediate requirements for the effective operation of the Commission's audit program.

Thirty new positions were created for the new Central Index at head office established in connection with the introduction of Social Insurance Numbers. This involved the reorganization of the functions of the head office master index, the centralization of a number of operations from local offices, and the installation of microfilm viewing, key punch, and other mechanical equipment.

The special review of establishments to consolidate the effects of the general restrictions on recruiting was conducted in conjunction with the regular annual establishment review for 1965-66. As a result, 204 positions were deleted and two positions were established to accommodate a reorganization of the office services division at head office. Provision was made for 40 upward reclassifications. The establishment and organization division carried out a number of classification and organization studies to implement provisions made in estimates and to maintain and develop the Commission's staffing and classification programs.

Classification and organization standards were established for the regional centralized payment system, the newly-established Central Index at head office, insurance branch records sections in large local offices, and the contributions and coverage function in local offices below Grade 5.

Civil Service Commission classification surveys resulted in the upgrading of 31 senior insurance branch positions in head office and regional offices, and 185 positions in the contributions division of regional insurance branches.

There were 9,126 regular employees on strength on March 31, 1965, as compared to 9,041 employees on March 31, 1964. In addition, there were 1,214 casual employees on strength on March 31, 1965, as compared to 1,646 on March 31, 1964. During the peak period in 1964-65, there were 1,970 casual employees on strength as compared to 1,755 in 1963-64. These employees are engaged mainly to assist in the additional seasonal workload of claims for unemployment insurance benefit.

The distribution of staff at the end of the 1964-65 fiscal year was:

	<i>Regular</i>	<i>Casual</i>
Head Office	425	94
Atlantic Region	944	180
Quebec Region	2,588	341
Ontario Region	2,873	363
Prairie Region	1,284	150
Pacific Region	1,012	86

Staff turnover increased from the previous fiscal year. Figures for the last three years are: 1962-63, 8.77 per cent; 1963-64, 9.87 per cent; and 1964-65, 11.22 per cent.

STAFF DEVELOPMENT AND TRAINING

The staff development program, launched in mid-April, 1964, with the introduction of an employee questionnaire, was expanded during the past year in all regions. The interviewing of employees was completed in the Atlantic region and is nearing completion in the other regions.

Data from the employee questionnaire has been transferred to punch cards and a procedure is being devised for processing the information obtained from the staff potential reports and the interview reports, the other source documents of the personnel inventory. It is also anticipated that the personnel inventory will be completed for all regions by early fall.

Tabulation and analysis of the information from the source documents, combined with extensive research in the personnel needs of the Commission, will provide the basis for programs of development in accordance with the manpower needs identified.

Two committees have been formed at each regional office to administer the program; one is a steering committee to analyze the data and present recommendations relative to staff development and the other a regional staff development committee composed of senior regional officers to direct the program.

An integral part of the staff development program is research in the personnel inventory to determine staff development needs. Such an approach will better integrate the major personnel functions of recruitment, selection, placement, promotion, training, and employee development. The ultimate objective of the staff development program is to implement personnel policies and practices conducive to meeting the manpower requirements of the Commission.

The following tables indicate the number of closed competitions conducted and appeals cleared during the period:

<i>Region</i>	<i>No. Comps.</i>	<i>No. Appeals</i>	<i>Appeals Dis- allowed</i>	<i>Appeals Upheld</i>	<i>Re- Exams Ordered</i>	<i>Deci- sion Re- versed</i>	<i>Appeals With- drawn</i>
Atlantic.....	63	7	7	—	—	—	—
Quebec.....	209	6	5	1	1	—	—
Ontario.....	245	19	12	2	2	—	5
Prairie.....	68	5	5	—	—	—	—
Pacific.....	70	2	1	1	1	—	—
Head Office.....	35	6	3	3	3	—	—
	690	45	33	7	7	—	5
Appeals against Disciplinary Action.....		16	14	2	—	—	—
Total.....		61	47	9	7	—	5

During the year, as a result of the closer affinity between the staff development and staff training divisions, training officers took an active part in conducting staff interviews in the Atlantic, Quebec, and Ontario regions. This activity in no way limited the conduct of the Unemployment Insurance Commission's correspondence career courses. Enrollments were maintained at a satisfactory level and in the case of the limited authority adjudication course a slight increase was noted. Some 275 employees are enrolled in the Civil Service Commission course in the theory of office management. As a result of examinations held in May, 1964, 198 employees received passing certificates.

With the inauguration of the reimbursement of tuition program, training officers were appointed to serve on the regional and head office committees responsible for this program. Several hundred employees are taking courses through universities, high schools, and other educational institutions. Under this program, the Unemployment Insurance Commission is authorized to refund to an employee 50 per cent of the tuition fees incurred.

Although development of new training material was limited to one major topic, a number of existing topics and correspondence courses have been revised and reissued. Activity in this regard is of a continuing nature.

COMMISSION OFFICES

As of March 31, 1965, the Commission operated 248 full-time offices. Of this number, five were regional offices, 199 were regular local offices and 44 were branch or zone offices.

In other centres, itinerant service was provided on a weekly or semi-weekly basis. Also, a number of temporary offices were opened for periods of from two to six months to service construction projects and seasonal employment in agriculture.

The Commission continued arrangements whereby agents are appointed to complete all the necessary documents in connection with applications for unemployment insurance benefits. In this way, applicants who cannot conveniently visit a Commission office because of their location are able to make their applications with a minimum of delay. This system substantially reduces the amount of correspondence with postal applicants.

Agents operating on March 31, 1965, numbered 256. There were 98 in the Atlantic region, 77 in the Quebec region, 21 in the Ontario region, 37 in the Prairie region, and 23 in the Pacific region.

The Commission operated a network of 37 telex centres servicing 196 offices across Canada. This provided a fast, modern, and economic means of communication and was of great assistance in providing improved service, particularly to users of the National Employment Service and for inquiries to Central Index.

To provide a fast service to unemployment insurance claimants in Newfoundland, the Commission operated a leased teletype circuit between St. John's, Newfoundland, and the Atlantic regional office at Moncton from October 15 to April 15. This is the period when air and sea transportation facilities encounter bad weather conditions and mail delays are frequent.

In addition, the Commission operated intra-city teletype circuits in Montreal and Toronto. These provided fast clearance of employer orders in the metropolitan areas of Toronto and Montreal. This system is also used to relay telex messages, received at a single central point, to the various offices in the metropolitan area.

ADMINISTRATIVE COSTS OF THE UNEMPLOYMENT INSURANCE
COMMISSION DURING THE PERIOD APRIL 1, 1964, TO
MARCH 31, 1965

(1) Salaries and Wages.....	\$ 46,647,583.70
(1) Overtime.....	174,469.48
(2) Living and Other Allowances.....	19,396.49
(4) Professional and Special Services.....	270,806.12
(4) Commission to Post Office Department.....	1,240,000.00
(4) Corps of Commissionaires Services.....	273,646.33
(5) Travelling and Removal Expenses.....	1,118,494.66
(6) Freight, Express and Cartage.....	136,991.65
(7) Postage.....	1,139,289.20
(8) Telephones, Telegrams and Other Communication Services.....	874,071.75
(9) Publication of Departmental Reports and Other Material.....	55,787.06
(10) Exhibits, Advertising, Films, Broadcasting and Displays.....	421,125.05
(11) Office Stationery, Supplies and Equipment.....	1,529,437.86
(12) Unemployment Insurance Stamps.....	22,927.60
(12) Materials and Supplies.....	12,894.39
(15) Rental of Office Accommodation.....	1,697.90
(16) Acquisition of Equipment.....	6,421.22
(17) Repairs and Upkeep of Equipment.....	2,377.67
(19) Municipal or Public Utility Services.....	2,076.50
(21) Unemployment Insurance Contributions.....	39,721.78
(22) Umpire, National Advisory Committee, National, Regional and Local Employment Committees and Boards of Referees.....	260,237.27
(22) Sundries.....	4,535.89
	<hr/>
	\$ 54,253,989.57

APPENDIX I

LOCATION OF OFFICES OF THE UNEMPLOYMENT INSURANCE COMMISSION
Head Office—OTTAWA, Ont.

REGIONAL OFFICES

Atlantic Region—Moncton, N.B.

Ontario Region—Toronto, Ont.

Quebec Region—Montreal, Que.

Prairie Region—Winnipeg, Man.

Pacific Region—Vancouver, B.C.

NATIONAL EMPLOYMENT OFFICES

Newfoundland

Corner Brook
Grand Falls
*St. John's
Wabush, Labrador

Prince Edward Island

*Charlottetown
Summerside

Nova Scotia

Amherst
Bridgewater
Dartmouth
Glace Bay
*Halifax
Inverness
Kentville
Liverpool
*New Glasgow
New Waterford
North Sydney
Pictou
Port Hawkesbury
Springhill
*Sydney
Sydney Mines
Truro
Yarmouth

New Brunswick

*Bathurst
Campbellton
Chatham
Edmundston
*Fredericton
Keswick
Minto
*Moncton
Newcastle
Sackville
*Saint John
St. Stephen
Shediac
Sussex
Woodstock

Quebec

Acton Vale
*Alma
Arvida
Asbestos
Baie-Comeau
Beauharnois
Buckingham
Cartierville
Causapsca

*Chandler
*Chicoutimi
Coaticook
Cowansville
Dolbeau
*Drummondville
East Angus
Farnham
Forestville
Gaspé
Granby
Grand'Mère
Iles-de-la-Madeleine
*Hull
*Joliette
Jonquière
Lachine
Lachute
Lac Mégantic
La Malbaie
L'Assomption
La Tuque
Levis
Longueuil
Louiseville
Magog
Maniwaki
Matane
Mont Laurier
Montmagny
Montmorency
*Montreal
Business,
Youth and
Professional
Centre
Eastern
Northern
Western

New Richmond

Plessisville
Port Alfred
*Quebec
Richmond
*Rimouski
*Rivière-du-Loup
Roberval
*Rouyn
Ste-Agathe-des-Monts
Ste-Anne-de-Bellevue
St-Hyacinthe
St-Jean
*St-Jerome
Ste-Therese
Sept Iles
*Shawinigan

*Sherbrooke
Sorel
Thetford Mines
*Trois-Rivières
Val d'Or
Valleyfield
Victoriaville
Ville St. Georges

Ontario

Arnprior
Barrie
Belleville
Bracebridge
Brampton
*Brantford
Brockville
Burlington
Carleton Place
Chatham
Clarksburg
Cobourg
Cochrane
Collingwood
*Cornwall
Dunnville
Elliot Lake
Fort Erie
Fort Frances
*Fort William
Galt
Gananoque
Goderich
Guelph
*Hamilton
Hawkesbury
Hearst
Ingersoll
Kapuskasing
Kenora
*Kingston
Kirkland Lake
*Kitchener
Leamington
Lindsay
Listowel
*London
Long Branch
Midland
Napanee
New Liskeard
Newmarket
Niagara Falls
*North Bay
North York
Oakville

*Orillia
*Oshawa
*Ottawa
*Owen Sound
Parry Sound
*Pembroke
Perth
Peterborough
Picton
Port Arthur
Port Colborne
Port Hope
Prescott
Renfrew
*St. Catharines
St. Thomas
Sarnia
Sault Ste. Marie
Scarborough
Simcoe
Smiths Falls
Stratford
Sturgeon Falls
*Sudbury
Tillsonburg
Timmins
*Toronto
Commercial and
Professional
Industrial and
Trade
Western
Trenton
Walkerton
Wallaceburg
Welland
Weston
*Windsor
Woodstock

Manitoba

*Brandon
Dauphin
Flin Flon
Portage la Prairie
St. Boniface
Selkirk
The Pas
*Winnipeg

Saskatchewan

Estevan
Lloydminster
Moose Jaw
North Battleford
Prince Albert

*Regina	Fort McMurray	Hudson Hope	Quesnel
*Saskatoon	Grande Prairie	Kamloops	Trail
Swift Current	*Lethbridge	Kelowna	*Vancouver
Weyburn	Medicine Hat	Mission City	Vernon
Yorkton	Red Deer	Nanaimo	*Victoria
		*Nelson	
Alberta	British Columbia	*New Westminster	Yukon Territory
Blairmore	Chilliwack	North Vancouver	Whitehorse
*Calgary	Courtenay	*Penticton	
Drumheller	Cranbrook	Port Alberni	
*Edmonton	Dawson Creek	*Prince George	Great Britain
Edson	Duncan	Prince Rupert	London, England

NOTE: * indicates that Boards of Referees are appointed at these centres.

APPENDIX II

EMPLOYMENT OPERATIONS BY THE LOCAL OFFICES OF THE
UNEMPLOYMENT INSURANCE COMMISSION APRIL 1, 1964 TO
MARCH 31, 1965, BY PROVINCES

Province	Applica- tions Registered	Vacancies Notified	Total Place- ments	Regular ¹ Place- ments	Casual ² Place- ments
Newfoundland.....	Male 72,846 Female 8,460 Total 81,306	11,109 3,038 14,147	8,479 2,004 10,483	4,644 1,575 6,219	3,835 429 4,264
Prince Edward Island.....	Male 16,619 Female 7,241 Total 23,860	8,126 4,375 12,501	6,363 3,692 10,055	3,848 2,488 6,336	2,515 1,204 3,719
Nova Scotia.....	Male 101,065 Female 38,602 Total 139,667	25,476 15,522 40,998	22,321 11,741 34,062	16,758 9,331 26,089	5,563 2,410 7,973
New Brunswick.....	Male 100,490 Female 33,545 Total 134,035	29,831 12,995 42,826	27,194 10,223 37,417	21,919 8,945 30,864	5,275 1,278 6,553
Quebec.....	Male 868,350 Female 284,588 Total 1,152,938	318,318 131,128 449,446	266,057 94,495 360,552	216,308 79,103 295,411	49,749 15,392 65,141
Ontario.....	Male 973,349 Female 466,162 Total 1,439,511	378,590 204,045 582,635	299,331 147,874 447,205	203,286 117,525 320,811	96,045 30,349 126,394
Manitoba.....	Male 130,633 Female 57,686 Total 188,319	58,903 31,745 90,648	48,881 24,047 72,928	25,740 16,143 41,883	23,141 7,904 31,045
Saskatchewan.....	Male 92,582 Female 40,700 Total 133,282	35,555 18,553 54,108	28,386 12,290 40,676	18,677 9,235 27,912	9,709 3,055 12,764
Alberta.....	Male 179,660 Female 78,469 Total 258,129	76,882 41,088 117,970	61,692 29,149 90,841	46,828 23,930 70,758	14,864 5,219 20,083
British Columbia.....	Male 352,820 Female 162,088 Total 514,908	113,449 75,201 188,650	99,081 62,460 161,541	70,637 44,263 114,900	28,444 18,197 46,641
Canada.....	Male 2,888,414 Female 1,177,541 Total 4,065,955	1,056,239 537,690 1,593,929	867,785 397,975 1,265,760	628,645 312,538 941,183	239,140 85,437 324,577
Comparable Totals 1963-1964.....	Male 2,881,755 Female 1,131,334 Total 4,013,089	963,708 507,031 1,470,739	804,963 382,195 1,187,158	579,120 292,161 871,281	225,843 90,034 315,877

¹Includes Transfers-Out.²Placements are termed "Casual" when the duration of the employment is six or less working days' duration.

APPENDIX III

EMPLOYMENT OPERATIONS BY THE LOCAL OFFICES OF THE
UNEMPLOYMENT INSURANCE COMMISSION
APRIL 1, 1964 TO MARCH 31, 1965, BY REGIONS

Region		Applica- tions Registered	Vacancies Notified	Total Place- ments	Regular ¹ Place- ments	Casual ² Place- ments
Atlantic.....	Male	291,020	74,542	64,357	47,169	17,188
	Female	87,848	35,930	27,660	22,339	5,321
	Total	378,868	110,472	92,017	69,508	22,509
Quebec.....	Male	868,350	318,318	266,057	216,308	49,749
	Female	284,588	131,128	94,495	79,103	15,392
	Total	1,152,938	449,446	360,552	295,411	65,141
Ontario.....	Male	933,723	363,479	285,926	192,912	93,014
	Female	452,255	198,860	143,830	114,346	29,484
	Total	1,385,978	562,339	429,756	307,258	122,498
Prairie.....	Male	442,501	186,451	152,364	101,619	50,745
	Female	190,762	96,571	69,530	52,487	17,043
	Total	633,263	283,022	221,894	154,106	67,788
Pacific.....	Male	352,820	113,449	99,081	70,637	28,444
	Female	162,088	75,201	62,460	44,263	18,197
	Total	514,908	188,650	161,541	114,900	46,641
Canada.....	Male	2,888,414	1,056,239	867,785	628,645	239,140
	Female	1,177,541	537,690	397,975	312,538	85,437
	Total	4,065,955	1,593,929	1,265,760	941,183	324,577
Comparable Totals 1963-1964.....	Male	2,881,755	963,708	804,963	579,120	225,843
	Female	1,131,334	507,031	382,195	292,161	90,034
	Total	4,013,089	1,470,739	1,187,158	871,281	315,877

¹Includes Transfers-Out.

²Placements are termed "Casual" when the duration of the employment is six or less working days' duration.

APPENDIX IV NUMBER OF CLAIMS RECEIVED AND THE DISPOSAL DURING THE YEAR 1964-1965, BY PROVINCES

	Total	Newfoundland	Prince Edward Island	Nova Scotia	New Brunswick	Quebec	Ontario	Manitoba	Saskatchewan	Alberta	British Columbia
INITIAL CLAIMS											
Pending 31 March, 1964.....	49,365	1,768	317	4,850	2,532	15,917	14,318	1,219	1,534	2,848	4,062
Received—in person.....	1,048,640	17,400	5,605	44,862	41,356	345,938	354,069	38,578	24,878	50,714	125,479
—postal.....	262,675	38,834	4,990	19,613	24,927	67,026	42,296	14,003	12,768	17,602	20,616
Total.....	1,360,680	58,002	10,912	69,325	68,815	428,881	410,683	53,561	39,180	71,164	150,157
Allowed—Regular benefit											
No disqualification.....	693,739	19,197	3,833	33,435	30,089	220,665	224,469	28,024	19,838	37,209	77,010
With disqualification.....	144,518	3,229	551	5,152	4,143	41,384	52,234	5,767	4,114	9,033	18,931
Allowed—Fishing Benefit											
No disqualification.....	300	101	9	182	44	4	2	—	—	—	48
With disqualification.....	82	49	1	28	—	—	—	—	—	—	4
Allowed—Seasonal Benefit											
No disqualification.....	247,171	14,681	3,410	14,335	19,576	80,031	61,555	10,527	8,940	11,805	22,311
With disqualification.....	20,579	1,077	145	839	851	6,867	5,810	810	813	1,258	2,109
Allowed—Seasonal benefit—Fishing											
No disqualification.....	28,516	10,633	1,787	6,158	3,729	824	616	555	1	52	4,161
With disqualification.....	936	508	31	117	60	51	11	24	—	3	131
Total Allowed.....	1,135,931	49,475	9,747	60,246	58,462	349,826	344,697	45,707	33,706	59,360	124,705
Not allowed—Either regular or SB											
Pending 31 March, 1965.....	178,050	6,732	821	7,231	8,291	61,034	52,448	6,177	4,228	9,165	21,923
Total, Allowed, Not Allowed, and Pending.....	1,313,981	56,207	10,568	67,477	66,753	410,860	397,145	51,884	37,934	68,525	146,628
RENEWAL AND REVISED CLAIMS											
Pending 31 March, 1964.....	26,368	626	67	1,108	1,196	9,937	8,123	609	525	1,534	2,643
Received 1 April, 1964 to 31 March, 1965.....	917,565	28,199	4,001	39,612	34,645	316,405	291,321	34,513	19,746	46,583	102,540
Total.....	943,933	28,825	4,068	40,720	35,841	326,342	299,444	35,122	20,271	48,117	105,183
Allowed											
No disqualification.....	650,767	20,587	2,772	28,968	25,505	223,582	208,231	23,258	13,537	31,921	72,406
With disqualification.....	206,676	5,442	178	8,442	7,166	70,398	66,461	8,463	4,591	11,341	22,564
Not entitled.....	39,544	1,301	158	1,572	1,823	16,446	10,093	1,280	808	1,738	4,448
Appeals to Boards of Referees	22,740	235	84	835	539	6,496	7,098	1,349	3	1,660	3,126
Appeals to Umpire.....	22,740	235	84	835	539	6,496	7,098	1,349	3	1,660	3,126
Pending 31 March, 1965.....	24,564	637	77	893	807	9,366	7,511	767	438	1,446	2,622
Total.....	943,933	28,825	4,068	40,720	35,841	326,342	299,444	35,122	20,271	48,117	105,183
Antedates—Approved											
—Not approved.....	2,922	58	10	161	109	746	1,103	119	60	243	313
Extension of Qualifying Period											
—Approved.....	3,152	150	5	272	107	695	954	127	115	331	396
—Not approved.....	16,086	193	38	327	634	6,027	4,595	638	312	1,092	2,230
Dependency—Not approved											
—Not approved.....	5,787	86	9	99	154	2,732	1,418	356	81	415	437
Total.....	21,068	1,909	129	931	1,023	7,324	6,138	698	430	962	1,524

AMOUNT OF BENEFIT PAID, REASONS FOR CLAIMS DISALLOWED AND DISQUALIFIED, AND
NUMBER OF INTERSTATE CLAIMS DURING THE YEAR 1964-1965, BY PROVINCES

	Total	New- found- land	Prince Edward Island	Nova Scotia	New Brunswick	Quebec	Ontario	Manitoba	Saskatche- wan	Alberta	British Columbia
	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$
REGULAR BENEFIT PAID From 1 April, 1964 to 31 March, 1965...	265,660,062	9,466,387	1,606,829	12,592,064	11,607,796	87,514,520	80,015,841	11,533,724	7,699,425	14,797,679	28,825,797
SEASONAL BENEFIT PAID From 1 April, 1964 to 31 March, 1965...	69,370,126	8,567,953	1,470,878	5,226,502	5,850,928	19,539,015	14,258,270	3,024,163	2,180,137	2,867,550	6,384,730
Total	335,030,187	18,034,340	3,077,707	17,818,566	17,458,724	107,053,534	94,274,111	14,557,887	9,879,562	17,665,229	35,210,527
*REASONS FOR REGULAR CLAIMS DISALLOWED											
Not 30 weeks (Sec. 45(i)(A))	219,163	17,435	2,957	13,207	12,931	65,447	56,753	7,806	6,262	10,582	25,783
Not 8 weeks (Sec. 45(i)(B))	146,369	9,526	1,793	8,946	9,773	45,858	38,957	6,239	5,119	6,812	13,348
Not 24 weeks (Sec. 45(i)(C))	109,533	6,663	1,444	6,505	9,803	37,441	24,700	4,047	2,600	4,890	11,448
Not 6 weeks (Fishing Reg's)	187	7	—	22	—	61	30	1	1	1	64
Total	475,252	33,631	6,194	28,680	32,507	148,807	120,440	18,093	13,982	22,283	50,635
REASONS FOR DISQUALIFICATION											
Not Unemployed	10,979	413	101	622	387	3,706	2,836	715	672	665	762
Not Capable of Work	11,789	323	49	655	495	1,680	6,068	240	257	482	1,540
Not Available for work	95,073	2,021	406	3,085	2,968	28,262	33,683	5,238	3,484	6,466	9,440
Loss of work due to labour dispute	7,038	934	2	144	61	1,272	2,159	36	4	56	2,370
Refusal of work	18,511	275	189	1,061	760	6,271	6,309	669	610	931	1,436
Neglect of opportunity for work	2,788	14	—	92	46	1,513	751	57	36	52	242
Failure to carry out written direction	2,505	18	—	35	34	992	1,040	212	31	107	36
Non-Attendance at course of Instruction	1,597	8	6	20	11	299	859	171	45	73	75
Employment Lost by own misconduct	17,904	315	75	579	587	6,835	5,981	492	310	930	1,780
Voluntary Leaving without just cause	91,980	2,177	344	3,421	2,953	28,047	29,687	3,336	2,210	6,269	13,536
Inmate of prison or resident outside of Canada	500	10	2	28	37	99	209	15	5	24	71
Failure to lodge insurance book, etc.	47,637	2,807	171	1,591	1,548	15,323	14,152	1,932	906	2,940	6,267
Fishing (Fishing reg's)	189	50	—	61	50	—	—	—	—	—	15
Misrepresentation	17,057	502	170	1,381	821	7,667	3,852	549	304	624	1,192
Miscellaneous (Sec. 69(2)(a)(ii))	123	15	1	28	33	—	—	—	—	—	26
Loss of work due to incapacity, etc.	6,284	175	28	494	417	1,237	2,346	104	109	324	1,050
Determination and Allocation of Earnings	40,937	757	132	1,304	982	15,476	14,578	1,294	829	1,684	3,901
Total	372,791	10,834	1,684	14,578	12,220	118,700	124,516	15,064	9,821	21,635	43,739
INTERSTATE CLAIMS											
Claims filed in Canada by U.S.A.	3,756	43	7	184	384	1,527	812	88	16	155	540
Claims filed in U.S.A. by Canadian Claimants	2,641	—	—	—	176	562	991	452	—	—	460

*Benefit Periods were subsequently established as Revised Claims for (1) 17,953 Claimants.
(2) 8,066 " "
(3) 5,624 " "
(4) 16 " "

APPENDIX VI

NUMBER OF "ACTIVE" CLAIMANTS ON THE LAST DAY OF EACH MONTH 1964-1965

Provinces	April 1964	May	June	July	August	September	October	November	December	January 1965	February	March
Newfoundland.....	$\begin{matrix} 12,348 \\ 14,881 \\ 2 \\ 3 \end{matrix}$	$\begin{matrix} 8,568 \\ 14 \\ 5 \end{matrix}$	$\begin{matrix} 6,528 \\ 7 \\ 3 \end{matrix}$	$\begin{matrix} 4,687 \\ 766 \\ 4 \end{matrix}$	$\begin{matrix} 4,298 \\ 676 \\ 3 \end{matrix}$	$\begin{matrix} 4,458 \\ 579 \\ 4 \end{matrix}$	$\begin{matrix} 6,074 \\ 637 \\ 6 \end{matrix}$	$\begin{matrix} 9,520 \\ 733 \\ 4 \end{matrix}$	$\begin{matrix} 17,053 \\ 10,412 \\ 2,061 \\ 5 \end{matrix}$	$\begin{matrix} 17,575 \\ 16,267 \\ 3,221 \\ 6 \end{matrix}$	$\begin{matrix} 16,607 \\ 19,197 \\ 3,589 \\ 8 \end{matrix}$	$\begin{matrix} 14,620 \\ 17,208 \\ 3,512 \\ 12 \end{matrix}$
Prince Edward Island.....	$\begin{matrix} 1,942 \\ 2,682 \\ 11 \\ 3 \end{matrix}$	$\begin{matrix} 916 \\ 5 \end{matrix}$	$\begin{matrix} 694 \\ 3 \end{matrix}$	$\begin{matrix} 766 \\ 4 \end{matrix}$	$\begin{matrix} 676 \\ 3 \end{matrix}$	$\begin{matrix} 579 \\ 4 \end{matrix}$	$\begin{matrix} 637 \\ 6 \end{matrix}$	$\begin{matrix} 1,919 \\ 46 \\ 4 \end{matrix}$	$\begin{matrix} 3,281 \\ 2,061 \\ 5 \end{matrix}$	$\begin{matrix} 3,519 \\ 3,221 \\ 6 \end{matrix}$	$\begin{matrix} 3,277 \\ 3,589 \\ 8 \end{matrix}$	$\begin{matrix} 2,890 \\ 3,512 \\ 12 \end{matrix}$
Nova Scotia.....	$\begin{matrix} 19,107 \\ 13,002 \\ 206 \\ 3 \end{matrix}$	$\begin{matrix} 13,660 \\ 83 \end{matrix}$	$\begin{matrix} 9,467 \\ 87 \end{matrix}$	$\begin{matrix} 9,227 \\ 72 \end{matrix}$	$\begin{matrix} 9,192 \\ 56 \end{matrix}$	$\begin{matrix} 8,835 \\ 55 \end{matrix}$	$\begin{matrix} 9,858 \\ 60 \end{matrix}$	$\begin{matrix} 13,261 \\ 204 \\ 81 \end{matrix}$	$\begin{matrix} 21,923 \\ 5,825 \\ 85 \end{matrix}$	$\begin{matrix} 22,010 \\ 11,821 \\ 121 \end{matrix}$	$\begin{matrix} 21,517 \\ 13,632 \\ 151 \end{matrix}$	$\begin{matrix} 19,991 \\ 13,615 \\ 205 \end{matrix}$
New Brunswick.....	$\begin{matrix} 17,880 \\ 14,317 \\ 175 \\ 3 \end{matrix}$	$\begin{matrix} 11,790 \\ 55 \end{matrix}$	$\begin{matrix} 8,303 \\ 46 \end{matrix}$	$\begin{matrix} 8,054 \\ 54 \end{matrix}$	$\begin{matrix} 6,874 \\ 38 \end{matrix}$	$\begin{matrix} 7,260 \\ 41 \end{matrix}$	$\begin{matrix} 8,465 \\ 33 \end{matrix}$	$\begin{matrix} 13,182 \\ 160 \\ 42 \end{matrix}$	$\begin{matrix} 21,498 \\ 6,698 \\ 45 \end{matrix}$	$\begin{matrix} 21,827 \\ 11,958 \\ 91 \end{matrix}$	$\begin{matrix} 21,156 \\ 14,175 \\ 146 \end{matrix}$	$\begin{matrix} 19,085 \\ 15,058 \\ 182 \end{matrix}$
Quebec.....	$\begin{matrix} 109,761 \\ 49,100 \\ 1,709 \\ 3 \end{matrix}$	$\begin{matrix} 80,794 \\ 882 \end{matrix}$	$\begin{matrix} 65,459 \\ 737 \end{matrix}$	$\begin{matrix} 64,252 \\ 770 \end{matrix}$	$\begin{matrix} 57,826 \\ 632 \end{matrix}$	$\begin{matrix} 56,980 \\ 699 \end{matrix}$	$\begin{matrix} 67,335 \\ 710 \end{matrix}$	$\begin{matrix} 87,206 \\ 576 \\ 754 \end{matrix}$	$\begin{matrix} 128,727 \\ 15,646 \\ 909 \end{matrix}$	$\begin{matrix} 135,628 \\ 28,617 \\ 1,048 \end{matrix}$	$\begin{matrix} 135,584 \\ 38,790 \\ 1,495 \end{matrix}$	$\begin{matrix} 133,087 \\ 45,704 \\ 1,727 \end{matrix}$
Ontario.....	$\begin{matrix} 1 \\ 2 \\ 2 \\ 3 \end{matrix}$	$\begin{matrix} 70,727 \\ 562 \end{matrix}$	$\begin{matrix} 63,598 \\ 429 \end{matrix}$	$\begin{matrix} 80,062 \\ 396 \end{matrix}$	$\begin{matrix} 65,573 \\ 410 \end{matrix}$	$\begin{matrix} 57,185 \\ 413 \end{matrix}$	$\begin{matrix} 77,136 \\ 414 \end{matrix}$	$\begin{matrix} 80,698 \\ 487 \end{matrix}$	$\begin{matrix} 112,805 \\ 14,546 \\ 1,158 \end{matrix}$	$\begin{matrix} 113,329 \\ 24,474 \\ 813 \end{matrix}$	$\begin{matrix} 113,241 \\ 29,395 \\ 988 \end{matrix}$	$\begin{matrix} 101,236 \\ 33,149 \\ 1,022 \end{matrix}$
Manitoba.....	$\begin{matrix} 1 \\ 2 \\ 2 \\ 3 \end{matrix}$	$\begin{matrix} 11,434 \\ 29 \end{matrix}$	$\begin{matrix} 7,726 \\ 38 \end{matrix}$	$\begin{matrix} 6,628 \\ 20 \end{matrix}$	$\begin{matrix} 6,942 \\ 23 \end{matrix}$	$\begin{matrix} 6,394 \\ 20 \end{matrix}$	$\begin{matrix} 7,445 \\ 32 \end{matrix}$	$\begin{matrix} 11,225 \\ 76 \\ 19 \end{matrix}$	$\begin{matrix} 18,213 \\ 2,834 \\ 117 \end{matrix}$	$\begin{matrix} 21,349 \\ 5,195 \\ 36 \end{matrix}$	$\begin{matrix} 19,523 \\ 5,302 \\ 58 \end{matrix}$	$\begin{matrix} 19,738 \\ 6,774 \\ 53 \end{matrix}$
Saskatchewan.....	$\begin{matrix} 1 \\ 2 \\ 2 \\ 3 \end{matrix}$	$\begin{matrix} 5,468 \\ 39 \end{matrix}$	$\begin{matrix} 3,586 \\ 32 \end{matrix}$	$\begin{matrix} 3,401 \\ 23 \end{matrix}$	$\begin{matrix} 3,486 \\ 22 \end{matrix}$	$\begin{matrix} 3,567 \\ 23 \end{matrix}$	$\begin{matrix} 4,280 \\ 26 \end{matrix}$	$\begin{matrix} 8,282 \\ 101 \\ 24 \end{matrix}$	$\begin{matrix} 13,524 \\ 2,097 \\ 30 \end{matrix}$	$\begin{matrix} 15,610 \\ 3,665 \\ 47 \end{matrix}$	$\begin{matrix} 15,641 \\ 4,431 \\ 76 \end{matrix}$	$\begin{matrix} 13,534 \\ 5,245 \\ 75 \end{matrix}$
Alberta.....	$\begin{matrix} 1 \\ 2 \\ 2 \\ 3 \end{matrix}$	$\begin{matrix} 17,197 \\ 29 \end{matrix}$	$\begin{matrix} 10,691 \\ 18 \end{matrix}$	$\begin{matrix} 9,334 \\ 24 \end{matrix}$	$\begin{matrix} 8,915 \\ 19 \end{matrix}$	$\begin{matrix} 9,647 \\ 20 \end{matrix}$	$\begin{matrix} 9,746 \\ 22 \end{matrix}$	$\begin{matrix} 14,817 \\ 104 \\ 23 \end{matrix}$	$\begin{matrix} 21,142 \\ 2,644 \\ 36 \end{matrix}$	$\begin{matrix} 23,316 \\ 4,190 \\ 48 \end{matrix}$	$\begin{matrix} 22,664 \\ 5,455 \\ 43 \end{matrix}$	$\begin{matrix} 20,555 \\ 6,630 \\ 47 \end{matrix}$
British Columbia.....	$\begin{matrix} 1 \\ 2 \\ 2 \\ 3 \end{matrix}$	$\begin{matrix} 29,500 \\ 183 \end{matrix}$	$\begin{matrix} 25,867 \\ 174 \end{matrix}$	$\begin{matrix} 18,915 \\ 135 \end{matrix}$	$\begin{matrix} 18,247 \\ 127 \end{matrix}$	$\begin{matrix} 18,740 \\ 162 \end{matrix}$	$\begin{matrix} 23,568 \\ 137 \end{matrix}$	$\begin{matrix} 31,265 \\ 269 \\ 160 \end{matrix}$	$\begin{matrix} 48,919 \\ 8,396 \\ 164 \end{matrix}$	$\begin{matrix} 51,715 \\ 12,556 \\ 223 \end{matrix}$	$\begin{matrix} 41,902 \\ 14,156 \\ 267 \end{matrix}$	$\begin{matrix} 33,145 \\ 14,205 \\ 322 \end{matrix}$
Total.....	$\begin{matrix} 1 \\ 2 \\ 2 \\ 3 \end{matrix}$	$\begin{matrix} 338,779 \\ 158,966 \\ 1,851 \end{matrix}$	$\begin{matrix} 201,919 \\ 1,571 \end{matrix}$	$\begin{matrix} 205,326 \\ 1,498 \end{matrix}$	$\begin{matrix} 182,029 \\ 1,332 \end{matrix}$	$\begin{matrix} 173,645 \\ 1,440 \end{matrix}$	$\begin{matrix} 214,544 \\ 1,445 \end{matrix}$	$\begin{matrix} 271,375 \\ 3,157 \\ 1,599 \end{matrix}$	$\begin{matrix} 407,085 \\ 71,159 \\ 2,560 \end{matrix}$	$\begin{matrix} 425,878 \\ 121,964 \\ 2,449 \end{matrix}$	$\begin{matrix} 411,112 \\ 148,122 \\ 3,254 \end{matrix}$	$\begin{matrix} 377,881 \\ 161,097 \\ 3,674 \end{matrix}$

1. Ordinary 2. Seasonal 3. "Sick" included in Nos. 1 and 2.

APPENDIX VII

Region and *Number of Enforcement Officers	INVESTIGATIONS COMPLETED				PUNITIVE ACTION	
	Suspected false Statements	Spot Check and Miscellaneous	Total	Average Investigation per Enforcement Officer	Prosecu- tions Recom- mended	Penalties Imposed under Section 65
Atlantic (15).....	3,991	11,318	15,309	1,020.6	133	1,743
Quebec (33).....	12,462	31,818	44,280	1,341.8	693	3,957
Ontario (32).....	8,007	30,796	38,803	1,212.6	255	2,516
Prairie (16).....	3,524	13,555	17,079	1,067.4	155	1,107
Pacific (13).....	2,232	12,015	14,247	1,095.9	105	723
Total (109).....	30,216	99,502	129,718	1,190.1	1,341	10,046

*The number of Enforcement Officers is the average number on duty calculated on the basis of man-days of work performed during the fiscal year.

APPENDIX VIII

Nature of Proceedings	Carried Over 1963-64	Com- menced Fiscal Year 1964-65	Prosecu- tions Finalized	Con- victions	With- drawals and Abandon- ments	Acquit- tals	Awaiting Results of Trials
Proceedings against em- ployers for infractions of the Act and Regu- tions.....	135	890	831	790	24	17	194
Proceedings against claimants for obtaining benefit through false statements.....	353	1,363(18)	1,304(18)	1,246(8)	40(10)	18	412
Totals.....	488	2,253(18)	2,135(18)	2,036(8)	64(10)	35	606

The figures in brackets represent the number of cases in which proceedings were instituted against insured persons for refusal to complete applications for Social Insurance Numbers.

APPENDIX IX
UNEMPLOYMENT INSURANCE FUND
Statement of Receipts and Disbursements for the year ended March 31, 1965
(with comparative figures for the year ended March 31, 1964)

	1965	1964
<i>Receipts:</i>		
Contributions from employers and employees:		
Bulk payment method.....	\$ 191,101,653	\$ 176,564,744
Stamp method.....	107,146,647	104,377,468
Meter method.....	13,126,202	16,248,622
	<u>\$ 311,374,502</u>	<u>\$ 297,190,834</u>
Less: Refunds.....	623,226	605,105
	<u>\$ 310,751,276</u>	<u>\$ 296,585,729</u>
Contributions from Government of Canada.....	62,150,255	59,317,146
Income from investments, received and accrued.....	1,792,496	1,061,801
Penalties.....	121,104	109,991
	<u>\$ 374,815,131</u>	<u>\$ 357,074,667</u>
<i>Disbursements:</i>		
Benefit Payments:		
Ordinary.....	\$ 323,298,124	\$ 354,216,945
Fishermen.....	11,732,063	11,437,773
	<u>\$ 335,030,187</u>	<u>\$ 365,654,718</u>
Interest on loans.....	163,062	237,897
	<u>\$ 335,193,249</u>	<u>\$ 365,892,615</u>
Excess of receipts over disbursements.....	<u>\$ 39,621,882</u>	
Excess of disbursements over revenue.....		<u>\$ 8,817,948</u>

NOTE: The benefit payments shown above included the following seasonal benefits (estimated): 1964-65, \$69,370,125; 1963-64, \$78,141,940.

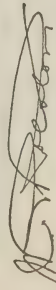
UNEMPLOYMENT INSURANCE FUND
(Established by the Unemployment Insurance Act)

Balance Sheet as at March 31, 1965
(with comparative figures as at March 31, 1964)

<u>Assets</u>	<u>1965</u>	<u>1964</u>	<u>Liabilities</u>	<u>1965</u>	<u>1964</u>
Deposit with Receiver General of Canada.....	6,978,378	\$ 9,100,101	Unredeemed warrants.....	\$ 11,336,931	\$ 9,967,102
Deposits with banks for redemption of warrants	6,054,726	5,024,236	Deposits from employers.....	6,490,268	6,010,241
Advances to local offices for payment of benefits by cash.....	1,248,603	2,671,887	Balance of the Fund:		
Recoverable from Parliamentary Appropriation.....	50,605	56,000	At beginning of year.....	874,881	9,692,829
Accrued interest on investments.....	991,650	—	Add: Excess of receipts over disbursement for the year, per statement attached.....	39,621,882	
Investments:			Deduct: Excess disbursements over receipts for the year.....	—	8,817,948
Government of Canada non-negotiable bonds, 4½%, dated September 30, 1964, redeemable at par, subject to 30 days prior notice.....	43,000,000	—	At end of year.....	40,496,763	874,881
	<u>\$ 58,323,962</u>	<u>\$ 16,852,224</u>		<u>\$ 58,323,962</u>	<u>\$ 16,852,224</u>

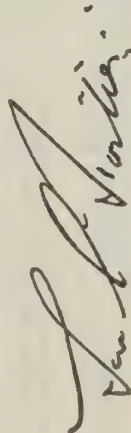
Note: The accounts of the Fund are maintained on a cash basis. For this reason the statement does not reflect contributions and other amounts receivable, including benefit overpayments amounting to \$3,994,012 (\$3,925,000 at March 31, 1964), and claimants' benefits accrued at the year end.

Certified Correct:



J. R. ROLSTON,
Chief Treasury Officer.

Approved:



LAVAL FORTIER,
Chief Commissioner.

I have examined the above Statement of Position and related Statement of Receipts and Disbursements and have reported thereon under date of July 19, 1965, to the Minister of Labour.



A. M. HENDERSON,
Auditor General of Canada.

APPENDIX XI

NUMBER OF CLAIMS FOR SEASONAL BENEFIT ESTABLISHED
AND AMOUNT OF SEASONAL BENEFIT PAID, GROUPS "A" AND "B" BY YEARLY
SEASONAL BENEFIT PERIODS 28 FEBRUARY, 1950, TO 16 MAY, 1964

Seasonal benefit is payable in accordance with the provisions of Section 53 of the Unemployment Insurance Act to claimants unable to qualify for regular benefit in respect of unemployment occurring between the week in which 1 December falls and the week in which 15 May falls in the following year. A seasonal benefit claimant falls into one of two groups:

1. He had at least 15 contribution weeks since the Saturday immediately preceding the previous 31 March (Group "A"); or
 2. His most recent *regular* benefit period terminated since the preceding 15 May (Group "B").
- Prior to 2 October, 1955, the payments were described as supplementary benefit and first became payable on 28 February, 1950. Until 1952, payment was made only in respect of unemployment occurring between 1 January and 31 March. By an amendment made in July, 1952, this period was extended to mid-April, and in November, 1957, it was further lengthened to the period now in effect, i.e. from the beginning of December to mid-May.

Yearly Seasonal Benefit Period	Seasonal Benefit Claims Established				Amount of Seasonal Benefit Paid			
	Group A		Group B		Group A		Group B	
	Number	%	Number	%	Amount	%	Amount	%
1950 (28 Feb.-15 April)*	15,700	14*	53,400	47*	\$ 494,800	11*	\$ 2,207,900	50*
1951 (1 Jan.-31 March)*	35,500	39*	53,000	60*	1,000,500	26*	2,871,600	74*
1952 (1 Jan.-31 March)	34,900	36	61,100	64	1,120,500	25	3,442,900	75
1953 (1 Jan.-15 April)	39,900	27	109,400	73	1,410,000	15	7,780,600	85
1954 (1 Jan.-15 April)	51,500	25	159,200	75	1,917,800	14	12,140,400	80
1955 (1 Jan.-15 April)	55,900	22	194,100	78	5,732,600	20	23,158,100	86
1956 (30 Dec.-21 April)	101,100	40	154,600	60	13,602,800	36	24,477,100	64
1957 (29 Dec.-20 April)	144,000	69	64,800	31	19,820,300	67	9,797,200	33
1958 (30 Nov./57-28 June/58)	220,800	47	249,700	53	50,920,700	47	58,878,700	53
1959 (30 Nov./58-16 May/59)	256,000	58	188,300	42	59,993,800	61	38,389,400	39
1960 (29 Nov./59-21 May/60)	284,700	64	159,100	36	70,477,300	71	28,573,000	29
1961 (27 Nov./60-20 May/61)	278,100	60	187,600	40	73,990,600	66	38,145,600	34
1962 (26 Nov./61-19 May/62)	236,600	63	138,800	37	60,522,000	68	28,363,300	32
1963 (25 Nov./62-18 May/63)	243,500	68	117,100	32	62,955,900	72	23,942,000	28
1964 (1 Dec./63-16 May/64)	214,500	68	102,600	32	54,382,000	72	20,673,000	28

*In these two years seasonal benefit was also paid to persons not qualified for regular benefit who had been employed in logging and certain other employments which had recently been made insurable. In this period 45,166 persons were paid a total of \$1,794,050. This provision was not operative after 1951.

NOTE: The fluctuations in the relative proportions of seasonal benefit, Group A and Group B, were mainly due to the following. Prior to the 1957 seasonal benefit period (1 Jan.-20 April) the majority of claimants established seasonal benefit claims in Group B as this class was more favourable. Commencing with the 1957 seasonal benefit period, a claimant who failed to qualify for regular benefit was first tested for qualification in Group A (15 contribution weeks) and only if he failed that test was he considered for Group B (regular benefit period terminated after 15 April). He was not entitled to the class of seasonal benefit that was more favourable to him.

REPORT OF ACTIVITIES BY REGION

ATLANTIC REGION

EMPLOYMENT

SERVICE TO INDUSTRIES

Primary Industries—The NES farm placement service in the Atlantic region was again able to supply groups of workers for seasonal employment on farms in its area, in Ontario, and in the United States. In organized movements of farm labour within the Maritimes and to Ontario, workers were assisted with their transportation costs to areas of employment under federal-provincial agreements.

NES placed 422 potato harvesters in New Brunswick and 1,612 in Prince Edward Island. Among those employed in Prince Edward Island, 511 were from Nova Scotia and 67 from New Brunswick.

A total of 395 workers was recruited from Nova Scotia and New Brunswick to harvest the Annapolis Valley apple crop. Designated offices in New Brunswick, Nova Scotia, and Newfoundland supplied 212 workers for general farm work in Ontario, also under assisted transportation arrangements.

In New Brunswick, 2,845 harvesters were recruited for potato farms in Aroostook County, Maine, U.S.A. Earlier in the season, 570 workers from the same province helped with the spring planting and other farm work in northern Maine. In Nova Scotia and New Brunswick, 167 apple pickers were recruited for orchardists in two of the New England states; this was over and above those provided to meet the demands of Canadian growers.

In addition to the above movements, NES supplied the farming communities with casual and year-round farm workers.

During the year, a total of 7,603 placements was made in agriculture. This was a decrease of about 1,000 as compared to the previous year.

Woods employment was at a high level throughout most of the year. NES was actively engaged in the recruitment of workers for the woodlands divisions of pulp and paper companies, as well as for United States employers along the New Brunswick border, and, as a result, a substantial increase was recorded in the total number of placements made in this industry. A shortage of loggers was noted in some districts.

Fishing operations followed much the same pattern as in other years. Employment was slow early in the season owing to ice and weather conditions, but accelerated as coastal waters became free of ice. Later in the year, normal catches and fish landings were made. Towards the end of the year, poor weather and storms again affected operations and in some instances landings were below normal. Total placements by NES were on a par with the previous year.

Employment in the collieries in Cape Breton remained constant until one major colliery in New Waterford went on single shift during August, 1964.

However, by year-end, most of the 223 miners involved in this cutback had been placed in other employment. There was a steady increase in employment in metal mining in Labrador, on the mainland of Newfoundland, and in New Brunswick. During the year hard rock miners and mill operators were in short supply.

Manufacturing—Employment in manufacturing improved during the year. Several firms began manufacturing new products and there were many instances of plant enlargements and new industrial premises. Shipbuilding provided increased employment and the steel industry reached a high level of production. Altogether, NES placed some 20,000 persons in manufacturing industries, which was 15 per cent more than in the previous year.

Poor growing weather and high fall winds reduced the fruit and vegetable crops and affected employment in processing plants which closed from two to four weeks earlier than usual.

Shortages of skilled workers occurred but most were met through the NES clearance system and by on-the-job training provided by employers by government-sponsored industrial training plans.

Construction—Construction in many areas of the Atlantic region started slowly but by mid-summer increased rapidly, with shortages of skilled tradesmen becoming fairly general. NES was able to meet most of the requirements by transferring workers. One particular area with a heavy demand for skilled construction workers was handicapped by lack of living or boarding facilities.

With the drop in work on northern sites, the reductions in construction work forces began in early winter. These workers were immediately placed in employment in other areas of the Atlantic region by NES.

Workers for developments in Labrador were supplied primarily through the Newfoundland offices of NES, with recruiting being carried on in other areas when the local supply was inadequate.

A number of major projects that started during the year will continue for two to three years.

Transportation, Storage, Communications—All sectors of these industries reflected increased activity. Railway business continued to rise in keeping with industrial expansion in the Atlantic region. Suitable help was supplied by NES with no difficulty.

Trade—Sales volume in wholesale and retail trade showed an encouraging increase over the level of previous years. Expansion of facilities and outlets continued in all provinces. The first national discount houses were opened in Sydney and Dartmouth, N.S. Experienced specialty sales persons and management trainees continued in short supply in the larger centres but otherwise demands were met without much difficulty.

The trend toward self-service, as well as to an increase in shopping hours, was evident in larger centres. Employment in the industry increased but the pattern changed. Demand lessened for continuing staff but increased for part-time workers and for those willing to work on call.

Export markets for fresh lobster and fresh frozen vegetables became more numerous.

Finance, Insurance and Real Estate—Finance and insurance companies had a good year. Several banks modernized their premises and the number of finance companies doing business in the region increased.

Banks, finance, and insurance companies continued to seek career-minded applicants and a number of university graduates were attracted to the industry. NES facilities were used to recruit some of this help.

The real estate market held up well but in some areas of the region activity levelled off, indicating that the demand was easing. NES supplied staff, both sales and clerical, for many real estate firms.

Service—The service industry continued to grow steadily and approximately 30 per cent of the placements effected in the region occurred in this industry. Employment increased in the fields of education, health, and personal service.

Registered nurses, dietitians and technicians were insufficient to meet the needs of hospitals. Recruitment in the United Kingdom was successful in supplying some nurses for hospitals in Newfoundland.

Visitors to the region increased substantially, with the centennial celebrations in Prince Edward Island contributing to the increase. NES offices were busy supplying staff for new hotels, motels, and restaurants. Every effort was made to encourage unskilled workers to undertake training in the food service industry to meet its ever-increasing demand for more and better-qualified staff.

EXECUTIVE AND PROFESSIONAL

The services provided by NES in the past year became better known to industry and to the public and more use was made of facilities. At present, NES has executive and professional officers at Moncton and Halifax; studies were made concerning the feasibility of providing this service at other regional points.

National firms visiting Atlantic universities were pleased to note that NES has expanded its E & P service at the university level. In addition to Dalhousie University at Halifax and Memorial University of St. John's, Newfoundland, full-time service was extended to Mount Allison University, Sackville, and St. Mary's University, Halifax. A part-time service was also provided to the University of Moncton.

Twice as many executive and professional personnel were placed in employment during the year as were placed during the preceding year. This doubling in placements was made both by E & P officers located in local offices and at the universities.

SPECIAL SERVICES

This service was strengthened by the addition of a regional supervisor of special services and eight additional officers in various NES offices throughout the region.

Youth—Enthusiastic acceptance of NES services to students was widespread. Some 18 local offices in the Atlantic region participated in career programs. In the four provinces, nearly 22,000 counselling interviews were held with young people.

Vocational Training—The emphasis on vocational and apprenticeship training continued throughout 1964-65. During the latter part of the year, a survey was carried out with a view to assessing the training needs in each local office area in relation to job opportunities. The results of this survey were given to the provincial training authorities to assist them in planning their courses. During the year, NES directed or referred approximately 3,800 persons to training.

Handicapped—Over 5,000 counselling interviews were conducted and more than 1,300 placements were made by special services officers. This was an increase of approximately 10 per cent over the previous year. Many plant visits were carried out and employers visited to ascertain working conditions and job opportunities for handicapped persons.

Close co-operation and liaison was maintained with provincial rehabilitation officers and social and welfare organizations. The two employment liaison officers situated in Halifax, N.S., and Fredericton, N.B., worked closely with the provincial rehabilitation officers and special services officers in both provinces, providing advice on the employability of handicapped applicants and supplying pertinent case information to the local offices.

Veterans—A decline was noted in the number of veterans seeking guidance and counselling in matters relating to employment or DVA assistance. Close liaison and co-operation continued to exist between NES and DVA officers. Veterans' preference in referrals to job opportunities was closely observed. More than 2,700 veterans were placed by NES.

EMPLOYMENT OF WOMEN

The total labour force increased by 3.1 per cent and the number of women in it increased by 8.5 per cent. Correspondingly, women's placements increased by 2,452 or 9.7 per cent and were 30 per cent of the total made in the region.

New and expanded hospital and educational facilities created additional employment opportunities for many women. However, professional staff for these institutions, especially nurses, continued in short supply in a number of centres, particularly in Newfoundland. No difficulty was met in filling the requirements for sub-professional staff.

The demand for skilled clerical workers, primarily stenographers and typists, increased slightly but employers insisted on higher educational standards and increased competence. Graduating classes from the high schools, business colleges, and government-sponsored courses eased the shortage to some extent but in the larger cities many requirements for qualified personnel could not be met.

The opening of new or enlarged retail outlets and shopping centres resulted in employment for a substantial number of regular, part-time, and temporary workers. Increased hours for evening shopping provided additional opportunities for women wishing work for a few hours a day. However, difficulty usually occurred in filling demands for full-time salespersons experienced in specialty lines.

The rising number of visitors to the Atlantic provinces resulted in the construction and opening of new and enlarged accommodation for them. As a

result, many additional positions in the service occupations were created and these were suitable for the increasing numbers of married women entering the labour market. NES was able to meet most of the demands resulting from the growing tourist trade but qualified women for food service, especially cooks and waitresses, were in short supply before the season ended. Difficulties were also encountered in recruiting such workers for establishments in Labrador where staff turnover was high.

There was an increase in the demand for mature house-keepers and general household helpers; in spite of the publicity given the situation, the supply fell far short of the need. However, no difficulty was experienced in securing sufficient day workers and cleaners.

Manufacturing establishments maintained a fairly steady production level but several new food processing and textile plants opened in the region, and, as a result, industrial employment increased slightly over the previous year.

NES supplied several hundred women for harvesting fruit and vegetable crops. Many of these were recruited for potato picking in the State of Maine.

WINTER EMPLOYMENT CAMPAIGN

All 28 offices in the region conducted winter employment campaigns and in 27 of these areas winter employment campaign committees were active. Representatives of municipal governments, Boards of Trade, Chambers of Commerce, unions, service clubs and other community groups served on these committees.

Sixty-one newspapers shared government paid advertising amounting to 8,800 column inches. In addition, 35,500 column inches of sponsored advertising was obtained. Supplementing this coverage was 5,700 column inches of editorials, news items, and photographs. The government-paid radio and TV coverage amounted to 124 minutes and 513 spot announcements respectively. As a public service, a total of 3,000 minutes and 4,500 spots were contributed by 32 radio stations and 4,200 minutes and 775 spots by 13 TV stations.

In Corner Brook, in addition to a proclamation by the civic administration giving official recognition to the campaign, a special by-law was passed exempting purchasers of new homes from property tax for one year providing construction commenced after September 1, 1964, and occupancy took place after April 1, 1965,

The Junior Chamber of Commerce in Charlottetown carried out an ambitious program whereby every householder in the city was contacted personally in support of the local campaign.

In Moncton, the local office sent over 800 letters to employers in the area. This letter emphasized that employees of retail stores and warehouses can be as adversely affected by seasonal unemployment as can those engaged in the construction industry. The suggestion was made that special sales and discounts would influence people to start buying early in the spring thus creating business and, in consequence, more employment.

Construction of the Mactaquac Dam in the Fredericton local office area began in March and about 600 workers found employment on this site.

The construction industry had one of its most active winters ever in Springhill. There was a continuing demand for various types of construction workers, particularly carpenters.

The window displays set up by several building supply houses urging potential customers to redecorate their homes during the winter was a feature of the Halifax campaign. A large department store in the downtown area also set up one of its display windows using the "Do It Now" theme and drawing attention to products used in connection with repair and renovation work.

Many clergymen supported the campaign by announcements from the pulpit and articles in church bulletins. Film showings, speeches, parades, and the distribution of government-supplied publicity material were other aspects of the campaign.

The increased interest and support this past season by the public showed that more persons than ever are aware of the economic advantages to be gained from winter employment.

EMPLOYMENT COMMITTEES

The Atlantic Regional Employment Committee held three meetings at Moncton during the fiscal year—in July and November, 1964, and in March, 1965.

In addition to fostering and developing interest in the activities of local committees, the Atlantic Regional Employment Committee gave consideration to the transfer of the NES to the Department of Labour and the role of the NES in manpower policy.

Fifteen local employment committees were active during the year. These were located at: St. John's, Newfoundland; Charlottetown and Summerside, Prince Edward Island; Bathurst, Fredericton, Edmundston, Moncton, Saint John, and St. Stephen, New Brunswick; and Amherst, Halifax, Kentville, New Glasgow, Sydney, and Yarmouth, Nova Scotia.

UNEMPLOYMENT INSURANCE

This region includes the four Atlantic provinces and the Magdalen Islands of the Province of Quebec. The local offices in this region issued 2,155 coverage rulings to the public, a decrease of 330 from 1963-64. In addition, head office issued 435 rulings arising out of questions from this region. This was an increase over the previous year of 27.

During the year, the postal payment system was extended progressively so that by September only four offices continued to make payment to local claimants by cash. These four offices were Saint John, Halifax, Sydney, and Glace Bay.

With the extension of postal payment, the functions of local offices with respect to special interviews regarding entitlement to benefit were re-emphasized. These interviews were conducted in selected cases where there were circumstances present which indicated doubt as to continuing entitlement to benefit. In the case of those claimants living beyond a reasonable distance from the local office, the interviews were conducted by the enforcement branch.

At March 31, 1965, there were 31,939 employers registered with the Commission as employing insurable employees; this was an increase of 340 over the previous year. However, the number of insured employees decreased from 492,123 in 1963-64 to 463,000 in 1964-65.

There were 221,879 claims computed or recomputed, a decrease of 5,861 from the year before.

Post audit of 59,647 claims was conducted disclosing that 1,736 claimants had made misrepresentation with regard to earnings and unemployed status in order to collect benefit. Overpayment of benefit amounted to \$49,484, an increase of \$2,449 over the previous year, despite a reduction of 17,116 in the number of claims audited. In addition, disqualifications reducing future entitlement to benefit were imposed on 1,316 claimants; 36 others were prosecuted.

There were 201,005 new applications for benefit processed, a decrease of 5,160 (2.5 per cent). Entitlement to regular benefit was established for 104,180 (51.8 per cent), seasonal benefit for 81,014 (40.3 per cent), and 15,811 (7.9 per cent) failed to qualify for any benefit.

Local offices in the region made 1,379,436 individual payments, a decrease of approximately 7.7 per cent. Of these, 160,492 were cash payments and 1,218,944 were payment by benefit warrant.

There were 177,930 initial claims adjudicated on which claimants fulfilled the contribution requirements in the first instance. Disqualifications were imposed on 16,761 (9.4 per cent) of these claims. A further 100,387 decisions were issued in respect of renewal claims filed during the currency of a benefit period, or on questions of entitlement which arose in the course of continuing claims, or on claims where it was subsequently established that the contribution requirements were fulfilled. Disqualifications were imposed on 22,555 (22.5 per cent) of these claims. In addition, 4,948 claimants were considered not eligible for such additional entitlement as the dependency rate on a continuing claim. The 39,316 disqualifications imposed on claims on which entitlement had otherwise been established represented a decrease of 1,817 as compared to the previous year.

Of 872 applications to have claims antedated received, 338 were approved. Applications for extension of the qualifying periods numbered 1,540, of which 1,192 were allowed.

Boards of referees dealt with 1,682 appeals by claimants, of which 233 (13.9 per cent) were allowed.

TECHNICAL SERVICES

INVESTIGATION

A total of 15,309 investigations were completed; of these, 3,991 were formal investigations and the remainder were spot check and miscellaneous investigations. The decrease in the number of investigations as compared to the previous fiscal year was mainly attributable to the national registration program, vacancies in certain enforcement positions, and new areas of investigational work.

As a result of the decrease in the number of formal investigations completed, the number and amount of penalties imposed against claimants under Section 65 of the Act also decreased. The total amount of penalties imposed under Section 65 was \$50,740. The number of prosecutions against claimants increased from 120 to 133.

There were 38 prosecutions against employers for violations of the Act and Regulations, a decrease as compared to the 77 prosecutions undertaken in the previous fiscal year.

The total amount of monies, arrears of contributions, and overpayment of benefits collected through Exchequer Court and garnishment proceedings increased by 10 per cent over the amounts collected in the year 1963-64.

AUDIT

During the year, 20,067 audits were completed and arrears of contributions amounting to \$241,732.45 were set up in 5,380 cases.

Throughout the year, verifications of payments under the Older Worker Employment and Training Incentive Program were made and during the early part of the year considerable time was spent in the follow-up aspect of the program to assign Social Insurance Numbers to workers engaged in insurable employment.

The installation of air transport facilities between Gander and St. John's permitted the audits in the northern areas to be divided into two stages by providing a relief crew at the half-way mark of what used to be a month-long expedition by charter boat.

REPORT OF ACTIVITIES BY REGION

QUEBEC REGION

EMPLOYMENT

SERVICE TO INDUSTRIES

Primary Industries—The demand in the Quebec region for agricultural workers to harvest various crops decreased for the second consecutive year with a resultant drop in placements. This reduction can be attributed, in part, to the relatively small apple crop caused by frost when the trees were in bloom. Inclement weather also affected market gardening operations although placement activities were maintained at a high level. Market gardening operations continued to be concentrated in the Montreal Northern and Longueuil zone offices and the Joliette sub-office at L'Assomption.

In mid-June students were transferred for strawberry picking from the Valleyfield area to the Simcoe area of the Ontario region.

During September, in the annual movement of Canadian potato pickers to harvest the crop in Maine, U.S.A., 3,511 workers were placed. This was a decrease from previous years, attributable partially to the relatively high level of employment in the recruiting areas.

In the movement of sugar beet thinners from the Ville-St-Georges area to the St-Hyacinthe district, some 281 workers were placed; this compared favorably to former years. Return transportation was paid to workers who remained in the sugar beet fields for 10 days or who thinned six acres of beets. This was an incentive for them to remain in that type of employment for a longer period but, at the end of the thinning operations, only 22 had qualified for this offer.

Workers from the Lake St. John area were recruited to assist with the harvesting of the tomato crop in the Leamington area of Ontario. Other assistance was given to the same district when women were referred for employment to various canneries and food processing plants. Workers were transported over 900 miles in five buses.

During the year, the Quebec Federal-Provincial Farm Labour Committee held several meetings to deal with various aspects covering the recruitment of agricultural workers for local employment as well as for movements to other areas.

Total placements made in agriculture during 1964-65 were 22,998, a decrease of 9.8 per cent from the previous year.

A higher output by the pulp and paper industry in 1964 created a heavier demand for forestry workers than in 1963 in spite of increasing mechanization in the woods. This, combined with longer periods of forestry operations and increasingly attractive wages and working conditions, resulted in increased employment and a lower rate of labour turnover in this industry. The average number of men employed per week in forestry operations in the Quebec region was 13,125 in 1964 as compared to 11,955 in 1963.

NES continued to expand its activities in the recruitment and selection of workers for the forestry industry with the result that the local employment offices filled approximately 75 per cent of the job vacancies listed.

Employment activity in the fishing industry was limited because this operation in Quebec is generally carried on as a family enterprise. However, placements made by NES doubled those of the previous year.

The employment situation in most of the larger base metal mines remained steady throughout the year. Only in the more isolated areas, where living accommodation is scarce, was there much turnover of manpower.

The consolidation of the two oldest asbestos producers in Canada at Thetford Mines resulted in a reduction in the number of employees. However, the fact that the two mine properties adjoin one another on the same ore body should improve operating efficiency, lengthen the over-all life of these mines, and thus substantially increase the long-term employment potential in the Thetford Mines area.

Production in the iron ore mines of the Quebec North Shore was maintained at a high level. The turnover in manpower remained approximately the same as in the previous year. NES facilities were used extensively throughout the year for the recruitment of technical and skilled workers. There was a continuing demand for skilled tradesmen and clearance orders were circulated throughout the entire network of NES offices.

Manufacturing—During the fiscal year, employers made increasing use of the special facilities for labour force and wage rate surveys provided by the regional and local offices of the NES, and in many cases followed up with recruitment programs. This was particularly evident in the iron and steel and the pulp and paper manufacturing industries, prior to the opening of new mills or the enlargement of existing plants. Long before a huge new steel mill and a large pulp and paper mill became operative, officers of the NES were in liaison with head office officials of the companies concerned. Information was provided on the local and regional availability of labour and co-ordination of the necessary recruitment and selection through local NES offices was arranged.

Another example of increased specialized assistance provided to employers and employees was in connection with layoffs due to the closing or re-location of certain industrial plants. In such cases, contact was established with senior management well in advance of the layoffs and employees were interviewed on company premises and in local NES offices. For the most part, laid off personnel were subsequently placed in other industries, sometimes after retraining under government-sponsored programs.

Total placements in the manufacturing industries exceeded the previous year's by a slight margin. During the poor weather, there was a drop in placements in the canning industry, but this was offset by increased placements in durable goods.

There was a constant shortage of skilled workers throughout the year and recruitment of such personnel, regionally or from other regions through the NES clearance system, was only partially successful. Most establishments manufacturing metal products were operating with acute shortages of machinists and skilled machine operators. Contributing to the shortage was the demand by the manufacturing industries for higher basic education and technical training on the part of job applicants.

Construction—The construction industry, as a whole, was very buoyant during the year in terms of both volume and employment. All types of construction contributed to this condition.

Residential building was more active during the winter months than in previous years. This was mainly attributable to the federal government's Winter House Building Incentive Program. However, this cut down on the usual rush in the spring to get housing projects underway and the spring pick-up in employment was somewhat slower than in previous years. This condition was corrected as the year progressed and activities generally were greater than the previous year.

The labour supply in the construction trades was quite good and shortages of manpower were no more serious than in other years.

NES provided its usual assistance to contractors in recruiting construction workers. One contribution that proved of great value to both employers and workers was the widespread use of clearance facilities to locate skilled workers.

Employers were provided with information about the labour market through surveys on the availability of special categories of workers in certain areas. Special programs were carried out by NES, one of which was the recruiting of workers for construction of the new paperboard mill at New Richmond. This involved the co-ordinating of the recruitment program at a number of local offices to fit in with the contractor's work schedule.

The Municipal Winter Works Incentive Program was particularly popular in the Quebec region and NES supplied a large number of workers for the various projects.

Trade—Employment in wholesale trade increased because business improved and was subject to less fluctuation than usual; consequently, employment was more stable. There were fewer layoffs but hirings of occasional staff were also fewer. Transactions in all commodities were in good volume and business was spread over the year instead of occurring in seasonal peaks. Although the general improvement in the economy contributed to this healthy situation, special incentive programs initiated by governments also played a part in this stabilizing trend.

The situation in retail trade was generally comparable to that of wholesale trade. There, also, the volume of employment increased normally and occasional workers were recruited in smaller numbers, particularly during the holiday season. NES conducted annual promotional campaigns for the Christmas trade with very satisfactory results, even though the number of workers placed was approximately the same as in recent years. Shortages of specialized salespersons appeared frequently throughout the year but were not serious enough to hurt the industry. At the same time, there was a good supply of applicants interested in this field who could not qualify because of a lack of experience or aptitudes.

NES again participated in recruitment programs to staff large new shopping centres and supermarkets. Preliminary arrangements and plans for the co-ordination of the recruitment programs were usually made by the regional office.

Finance, Insurance and Real Estate—Requests received by NES for office workers were more exacting with regard to educational and competency levels, and, as a result, the recruitment of office workers became more difficult. The trend towards mechanization in offices also continued and resulted in a shortage

of operators for various types of business machines. In addition, the supply of stenographers and secretaries was usually inadequate to meet the demand. The recruitment of salesmen, particularly for life insurance companies, remained difficult.

Services—Hospital workers as a group have become more stable and this fact became particularly evident during the year. The main reason has been ascribed to the important economic gains that have been granted to them. Although salaries and conditions of work were more attractive, a shortage of technical and professional staff still persisted. As is the case throughout Canada, this can be attributed to the fact that there were not sufficient professionally qualified persons available in the labour market.

The drive, started last year, to recruit policemen for the provincial government and the City of Montreal was continued and brought gratifying results in offices throughout the region.

The needs of employers in the service industries were met through circulation of clearance orders. The regional office continued to assist employers in arranging recruitment programs and to help applicants with special qualifications or interest in a particular occupation to obtain employment.

A survey of the supply of and the demand for workers in the occupations required in hotels and restaurants was started, and, when completed, will cover establishments throughout the region. The findings should provide a basis on which to seek solutions to the acute and chronic shortages of workers in many occupations in this field.

The special recruitment program undertaken every year to provide the necessary additional staff required by Post Offices to handle the Christmas mail resulted in more placements than in 1963 and it was noted that more women were hired for this work.

EXECUTIVE AND PROFESSIONAL

In practically all sectors of the labour market, the demand for executive and professional personnel far exceeded the available supply throughout the year; placements decreased slightly.

Although the centralized executive and professional divisions in Montreal, Quebec, St. Jerome, and Hull developed their organizations during the year, it is expected that an additional year of experience with this type of service will produce greater efficiency.

The executive and professional services were publicized through employer visiting, television and radio programs, distribution of leaflets, etc. However, it is felt that the public in general is not yet sufficiently informed of the many executive and professional services provided by NES.

Clearance operations substantially increased during the year. The number of vacancies cleared from this region to other regions increased by more than one-third while activities on behalf of applicants willing to relocate within the region remained at about the same level. Improvement in the telecommunication system favoured more rapid action in clearance work, thus facilitating the solution of many employment problems.

For the first time, NES was engaged in convention placement work. This experiment was conducted on the occasion of the annual meeting of the

American Sociological Association, held in Montreal during the first week of September. In view of the encouraging results obtained, research work will be conducted to determine if NES policy should be modified so that, in the years to come, it can extend its placement facilities to similar conventions.

Visits made to local offices revealed a definite need for the organization of a Quebec regional school, attended by officers engaged in placement in the local offices and at the universities. The main purpose would be to increase the co-ordination of individual efforts to obtain greater efficiency.

The 1963-64 academic year saw a moderate expansion of student placement operations. The number of employers visiting universities for recruiting purposes increased by 15 per cent over the previous year. The number of undergraduates and graduating students seeking summer or permanent employment through NES increased substantially.

Owing to a rather active labour market, the placement of graduating students was finalized early in April. The situation was not so bright, however, regarding summer employment, except for students in the engineering field where vacancies were in fair number.

An analysis of university enrolment revealed that there has been an annual increase of 10 to 15 per cent for the past five years. As this trend is expected to continue during the coming decade, plans are being made to enlarge NES staff so that on-campus operations will remain effective.

SPECIAL SERVICES

Youth—The provincial government has been busily engaged in reorganizing the educational system at all levels. Some 55 regional school commissions now are established and they are responsible for education up to the university level.

NES officers co-operated with newly-formed regional advisory councils by providing information about the labour market, training requirements of industry, trade, finance, etc.

As in other regions, special services officers addressed groups of parents and other interested community groups about the problems of youth seeking to enter the labour force.

Young people in school were advised to complete their educational programs. Little difficulty was experienced in placing high school graduates but considerable resistance was met from employers when employment was sought for the inadequately educated.

A considerable number of new staff was appointed during the year. Intensive training in youth counselling was provided after the fundamentals of the employment service were mastered. A program of visits to local offices by regional staff for the training of local office personnel was implemented.

Vocational Training—Some 25 new vocational training courses held in private trade schools and business colleges were approved by UIC and 275 courses were added to those given under Program 5 of the Federal-Provincial Agreement for the Training of Unemployed Workers. Out of a total of over 6,000 persons who attended courses during the year, 1,599 registered for those leading to the 7th and 9th grade certificates issued by the Department of

Education. In addition, towards the end of the fiscal year, 4,000 adults registered for basic training courses in the Lower St. Lawrence and Gaspé districts.

During the year, greater co-operation on the part of industry was noticed and this facilitated the organization of several on-the-job training courses, particularly in the textile industry. Furthermore, the advantages to be gained from vocational training were made known through publicity and also through counselling by employment officers.

Account should be taken of the fact that the composite schools of the Department of Education are also playing an important role in vocational training. The new system of education will better prepare young workers to meet labour market requirements.

It was noted that employers were more inclined to contribute to the costs of training of their staffs in order to meet the technological changes in their industries. On the other hand, workers demonstrated a better understanding of the need for them to acquire or develop new skills in order to adapt to the demands of the labour market.

Testing—Testing facilities exist in the Montreal, Quebec and Sherbrooke local offices; during the fiscal year, 19,566 psychological and achievement tests were administered.

Selected local offices in the region contributed to the establishment of Canadian norms for the General Aptitude Test Battery (GATB). Once the research work is completed, this scientific tool will be available to all local offices as an additional aid in the counselling and selection process.

Handicapped—In the course of the year, almost 40,000 counselling interviews were given to 5,544 handicapped candidates. This represented a substantial increase over the activities of preceding years, and was attributable in large part to the various citizens' committees that endeavoured to inform the public about the potential of handicapped workers. In addition, technological changes in the labour market increased the number of maladjusted persons whose problems in many instances were alleviated by counselling interviews.

From year to year, the placement of handicapped persons is becoming easier because of better understanding on the part of employers and a more realistic attitude on the part of handicapped persons.

Several special services officers were appointed for the counselling and placement of this group of candidates. Special care was given to the training of these new officers by local office supervisors which, supplemented by frequent visits by officers from the regional office, contributed to improving their respective performances.

Relations with organizations interested in the rehabilitation and vocational training of handicapped persons were improved, and, as a result, more handicapped persons were able to attend vocational training courses under Programs 5 and 6.

Veterans—As expected, the number of veterans seeking employment through NES decreased substantially. The placement of this group of applicants was greatly favoured by a buoyant labour market. Close NES-DVA relations were maintained and veterans were given adequate service in regard to their entitlement to allowances, including pensions and re-establishment credits.

EMPLOYMENT OF WOMEN

In 1964-65, the women's labour force in Quebec reached a monthly average of 526,900 and was 29.6 per cent of the total labour force. The increase was most apparent in the 35- to 44-year age group and a sharp decrease was noted in the 14 to 19 age range. This demonstrates the tendency for mature housewives to enter or re-enter the labour market while the younger group avail themselves of higher educational opportunities. Although in Canada it is estimated that over one-half the women working are married, in the Quebec region the estimated percentage is only 31.7.

Women's placements in this region amounted to 94,495, an increase of 2,223 over the total in 1963-64. Modernization of equipment in industry and the installation of more computers and other business machines in finance, trade and commerce resulted in the hiring of more skilled help with fewer opportunities for the unskilled and semi-skilled. The higher demand for trained workers far exceeded the supply of those available.

As in the past, comparatively few women were available to transfer outside their home areas in order to accept employment, although a total of 3,556 did so. An estimated 2,500 clearance orders and applications were circulated regionally and inter-regionally. Regional clearance doubled in volume from previous years, indicating a more widespread use of the system within the region. Approximately 1,500 women, on referral from NES, took training under various programs. Some of the most favoured courses were hairdressing, household service, power sewing machine operation, cooking, sales and waitress work, business machine operation, and clerical work. Provincial authorities reported about 70 per cent of these trainees have found gainful employment.

The supply of qualified women to fill positions for nurses, dietitians, laboratory technicians, physical therapists, social workers, and librarians continued to be inadequate to meet the demand.

Banks and finance and insurance companies reported high activity and accounted for many of the clerical placements throughout the region. Job opportunities were numerous not only for secretaries, stenographers, typists, and business machine operators but also, in the large urban centres, for skilled staff to operate electronic data processing equipment; the supply was inadequate.

Shopping plazas and stores were opened in various districts of the region and requests for sales clerks, cashiers, parcellers, and stock clerks were generally filled without difficulty. In the cities, placements were more difficult because of the stress being placed on bilingualism. Employers' standards also appeared to be higher and salaries offered were not always commensurate with the increased requirements.

Production in the primary textile industries continued at a high level and employment activity increased as a result. Garment manufacturers, as usual, provided many openings for women but there was a shortage of power sewing machine operators in most parts of the region.

Again this year, many women found employment in fruit picking and in food processing and canning. Over 75 from the Lake St. Jean area were referred for picking and canning in Ontario. A high volume of production in the candy-making industry, as well as in bakeries, provided an excellent source of continuing employment for women and part-time employment for students.

Laundries, dry cleaners, and dyers continued to patronize NES when workers were required. New "One-hour" dry cleaning establishments mushroomed in the urban centres and created a fair amount of employment for women. Skilled help, particularly pressers and ironers, was in short supply.

Household workers to "live in" were generally scarce. Industrial work proves more appealing to the average woman because of the regular working hours and the five-day work week. In many instances, industrial wages were less but even that did not influence applicants to accept employment in private homes. During the summer months, school teachers and students helped to ease the demand for household helpers.

WINTER EMPLOYMENT CAMPAIGN

Winter Employment Campaign Committees promoted the campaign in 46 local office areas throughout the region. These committee members together with regional and local office staffs publicized the campaign to good effect and received substantial support from community groups and organizations. They participated in radio and TV broadcasts, distributed publicity material, and assisted in the conduct of a variety of contests and parades. The campaign slowed down during March because of mild weather which prevailed throughout most of the province during the early part of the month.

A total of 170 daily and weekly newspapers participated in the campaign. Government-paid advertising amounted to 14,000 column inches and sponsored advertising totalled 21,000 column inches. Supplementing this were editorials, news items, pictures, and cartoons amounting to 21,000 inches. Fifty-four radio stations co-operated in promoting the campaign. Government-paid time totalled 250 minutes and 796 spot announcements; and public service and sponsored radio time was 2,100 minutes and 6,000 spots. It is worthy of note that the Quebec local office obtained 375 radio spots free of charge.

TV coverage was carried by 19 stations for a total of 59 minutes and 300 paid spot announcements and 450 minutes and 775 spots provided as a public service.

Impressive community support was received in Montreal. Construction projects amounting to \$55 million for the Montreal Metropolitan area provided work for 6,800 men.

Excellent results were reported from Ville-St-Georges which has a population of approximately 4,000. At least 28 firms took on winter help, resulting in employment for 307 workers.

In Victoriaville, at least 96 men were employed as a direct result of the campaign.

In the Riviere-du-Loup area, the participation of a number of municipalities in a variety of projects provided employment of varying duration for 4,000 persons during the winter. This was a large increase over previous years.

A feature of this year's campaign was the fact that more retail and department stores than ever before incorporated the "Do It Now" theme in their advertising.

Reports indicate there is a growing awareness throughout the region that winter employment benefits all members of the community.

EMPLOYMENT COMMITTEES

The Quebec Regional Employment Committee held three meetings at Montreal during the fiscal year—in June and December, 1964, and March, 1965.

In addition to giving consideration to the subjects related to the operation of NES in the region, the regional committee submitted recommendations on vocational training, automation, and the transfer of the NES to the Department of Labour.

Eleven local employment committees were active during the fiscal year. These were located at: Chicoutimi, Drummondville, Granby, Hull, Lévis, Montreal, Quebec, St. Jerome, Shawinigan, Three Rivers, and Valleyfield.

UNEMPLOYMENT INSURANCE

Local offices of the Commission issued 6,104 coverage rulings to the public, a decrease of 929 from the previous year. In addition, head office issued 435 such rulings in respect of questions arising from the Quebec region, 27 more than the previous year.

There were 95,198 employers in the province registered with the Commission as employing insurable employees as at March 31, 1965; this was an increase of 1,677. The total number of insured employees increased from 1,547,252 in 1963-64 to 1,643,672 in 1964-65.

The number of claims computed or recomputed was 450,068, a decrease of 22,773.

The results of the post audit program revealed that, of 117,522 claims for benefit which were audited, 3,802 claimants had made some form of misrepresentation with regard to earnings or unemployment status, resulting in overpayments being established to a total of \$112,681; this was a decrease of \$102,276 from the previous year. In addition, disqualifications which reduce future entitlement to benefit were imposed in 2,541 cases; in 238 other cases the claimants concerned were prosecuted.

A total of 410,860 initial claims were processed, a decrease of 22,512 (5.2 per cent). Of these, regular benefit was established for 272,951 (66.4 per cent), seasonal benefit for 91,682 (22.3 per cent), and the remaining 11.3 per cent, or 46,227, failed to qualify for any type of benefit.

Local offices in the region made 2,874,869 individual payments, a decrease of approximately 9.5 per cent. Of this total, 1,546,819 were cash payments and 1,328,050 were payments by benefit warrant.

During the fiscal year, 349,826 claims were adjudicated on which claimants fulfilled the contribution requirements in the first instance. Disqualifications were imposed on 48,302 (13.8 per cent) of these claims. In addition, 293,980 decisions were issued in respect of renewal claims filed during the currency of a benefit period, or on questions of entitlement which arose in the course of continuing claims, or on claims where it was subsequently established that the contribution requirements were fulfilled. Disqualifications were imposed on 70,398 (23.9 per cent) of these claims. A further 16,446 claimants were considered not eligible for such additional entitlement as the dependency rate of benefit on a continuing claim.

The 118,700 disqualifications imposed on claims on which entitlement had otherwise been established represented a decrease of 12,226 from the previous year.

Applications to have claims antedated numbered 1,441, of which 746 were approved. There were 8,759 applications for extension of the qualifying periods, of which 6,027 were allowed.

Boards of referees considered 6,702 appeals by claimants against decisions made by insurance officers. Of this number, 1,078 (16.1 per cent) were allowed.

TECHNICAL SERVICES

INVESTIGATION

In October, 1964, an important change was made in the structure of the branch by the decentralization of the saturation group. At the same time, new districts of investigation were opened and some other districts already operating were strengthened by the addition of enforcement officers. The change resulted in making districts of investigation smaller, thus improving the coverage of the region.

During the fiscal year, new areas of investigation were developed such as cases of failure by employers to return separation questionnaires and to return to the UIC the insurance records of separated employees.

Enforcement officers have also participated in the implementation of the new Social Insurance Number by visiting late employers and convincing them to comply with the requirements of the new Regulation.

During the fiscal year, a total of 44,280 investigations of all types were completed. Of that number, 12,462 were formal investigations which resulted in 693 prosecutions and 3,957 punitive disqualifications under Section 65 of the Act. The total fines imposed by criminal courts on claimants prosecuted under the Act amounted to \$50,362 and the total amount of benefit to be deducted from benefits otherwise payable amounted to \$162,639.

Garnishment action or Exchequer Court procedure were initiated in 1,581 cases; this resulted in collections amounting to \$129,104.62,

There were 879 employer reports of infraction received and consents to prosecute were issued in 262 cases; fines resulting amounted to \$11,075.

Out of a total of 887 prosecution cases dealt with by criminal courts during the fiscal year, only two were dismissed. On March 31, 1965, there were 273 cases awaiting hearing in the various judicial districts of the Quebec region.

There were also prosecutions under the Criminal Code in regard to cases of impersonation or forgery.

AUDIT

Although in several areas employers are audited about every two years, the interval is gradually increasing in most of the province because of a shortage of audit staff.

During the year, 49,199 audits were performed, a slight increase from the previous year. The overdue contributions outstanding have reached \$438,343.47, a new high for the province with 68.8 per cent of the cases representing bankruptcies.

REPORT OF ACTIVITIES BY REGION

ONTARIO REGION

EMPLOYMENT

SERVICE TO INDUSTRIES

Primary Industries—Weather conditions varied greatly throughout the season and affected crop production and demands for labour in agriculture. Unfavourable weather early in the year delayed work on the land and late spring and early fall frosts damaged various crops. Prospects were considered quite favourable for crops early in the season; however, high temperatures, with a lack of adequate rainfall in some areas during mid-summer followed by wet weather in August and a cool September, affected maturity and production.

During the year, to supplement the agricultural labour force in Ontario, 195 persons were brought in from the Atlantic region, under special tariff arrangements with the railroads, for employment on mixed and dairy farms. This number was further supplemented by over 300 workers from Quebec, mainly for harvesting or for processing fruits and vegetables.

The sugar beet acreage in southwestern Ontario was increased and an estimated 335,000 tons of beets were produced on 18,742 acres. Mechanical thinners, monogerm seed, precision drills, elimination of the first hoeing operation and the development of chemicals for weed control have reduced the number of workers required. During the blocking season, temporary NES offices operated from the premises of a sugar company in both Chatham and Wallaceburg in order to provide a better service to growers and workers. In general, the labour supply was adequate partially because cool weather extended the harvest period.

Again in 1964, a further reduction occurred in the flue-cured tobacco acreage. There was a corresponding decline in the demand for help owing to the small acreage, automation, half-gangs, and the fact that some growers worked two farms with the same help. The crop was better than average and of good quality and colour. Approximately 132,500,000 pounds were produced.

The NES increased activity in the planning for and recruitment of workers to harvest the fruit and vegetable crops. Many meetings were held by the growers to assess the situation and to make plans for recruitment. Farm labour committees were organized in southwestern Ontario and the Niagara Peninsula and the labour surveys carried out by them were beneficial. NES plans were directed toward more intensive recruitment programs for both local and out-of-area workers. Efforts were made to impress growers with the need to provide board and lodging in order to make possible the movement of help from other parts of Ontario, Quebec, and the Maritimes.

There were 1,059 persons recruited and transferred to the Niagara Peninsula and southwestern Ontario, the two areas with high labour requirements at harvest time. In addition to the 300 workers from Quebec, 255 Indians were brought from Northern Ontario with transportation assistance provided by

the Federal-Provincial Farm Labour Committee. Agricultural placements totalled 12,332 in these two areas. It was apparent that where good accommodation was provided growers were able to obtain help quite readily. Employment of short duration or lacking continuity was difficult to cope with, particularly when local help was not available.

Despite a decrease in total requirements in recent years, owing in part to increasing mechanization, the demand for experienced year-round workers for mixed and dairy farms remained fairly steady and was difficult to meet.

Total placements in agriculture during 1964-65 were 31,640, down slightly from the previous year.

Forestry operations were accelerated by the increased production of the pulp and paper industry. In many areas, the duration of woods operations was extended, thus creating steadier employment.

NES participated fully in the recruitment and selection of workers for the industry. Nevertheless, some shortages of skilled workers occurred which were partly attributable to increased mechanization in forestry operations. However, the Ontario Forestry Association, in co-operation with provincial and federal authorities, has taken steps to develop programs to increase the number of skilled woodsmen.

Preliminary figures compiled by the Dominion Bureau of Statistics show that mineral production in Ontario for 1964 rose for the first time since 1960. Production rose to over \$911 million, which was an increase of \$37 million from 1963, and, with many major companies actively engaged in mining development and exploration, further increases may be expected in 1965.

Several mines closed during the year, indirectly helping to alleviate the shortage of skilled workers in the industry. The work force in the uranium mines was reduced from approximately 3,000 to just over 1,300; in the gold mines it was cut by approximately 1,000 to just under 9,000. Programs initiated by the gold mining industry to train unskilled labourers for skilled employment helped alleviate much of the recruiting trouble experienced in the past.

The base metal mines in the province continued their expansion of production facilities, and, as a result, marked increases in their work forces were noted. An iron mine at Kirkland Lake went into production in January, and the development of a similar operation in the Temagami district has been announced.

Manufacturing—Employment in the manufacturing industries benefited from favourable economic conditions throughout the year and production in many industries reached record levels. The steel industry operated at peak capacity and extensive modernization or expansion programs were undertaken in it as well as in the pulp and paper, textile, and aluminum industries. Total NES placements in manufacturing were over 130,000, a 10.4 per cent increase over the previous year.

The great demand for all types of skilled workers noted in recent years was intensified. Most manufacturers experienced a more or less constant shortage of skilled personnel in a wider range of occupations. In many instances, shortages of key personnel for manufacturing processes adversely affected employment opportunities for unskilled workers.

Some alleviation of the chronic shortage of skilled tradesmen was brought about by some manufacturers setting up informal training programs for the

upgrading of present employees. Additional relief resulted from government assistance in the movement of workers from low-employment areas to areas of high employment in Ontario and other parts of Canada, and also by increasing and improving facilities for the training of adult workers. The regional and local offices of NES took a very active part in all these programs.

Recruitment and selection of seasonal workers for the food processing industries resulted in the placement by NES of approximately 3,600 workers in the Niagara Peninsula and 4,000 in southwestern Ontario. However, in both of the areas mentioned, the shortage of men and women for this kind of work was particularly acute. To assist those employers, NES hired additional staff, opened temporary offices, and carried out intensive recruitment programs, extending east into Quebec and as far north as Hudson's Bay for Indian workers. A special effort was also directed toward attracting persons such as housewives and students who are not normally part of the labour force. All these programs resulted in a measure of success, but owners of food processing plants are at a considerable disadvantage in obtaining workers because they cannot offer continuing employment and good accommodation for the workers.

Construction—There were approximately 190,000 persons directly employed in the construction industry in Ontario in 1964. From an investment standpoint, one out of every five dollars of Canada's gross national product was a construction dollar, and one out of every 10 workers was a construction worker.

Hydro electric power developments at Otter Rapids and Little Long Rapids, the continuing work on the Lakeview steam plant, and the St. Lawrence Seaway Authority lock twinning project on the Welland Canal were three of the major construction projects developed during the year.

Of the great number of highway projects completed, the major one was the widening of 401 across the northern part of Metropolitan Toronto.

In 1964, construction awards in Ontario amounted to \$1,801,229,500, and, as a result, labour demands were high. Considerable on-the-job training was done by construction firms and various vocational training schools throughout the region. Many firms have undertaken the training of supervisory personnel. NES was used successfully to recruit a large portion of the help required and extensive use was made of clearance facilities to find those tradesmen who were in short supply.

Under the Municipal Winter Works Incentive Program, 1,076 projects were approved in the Ontario region during the period under review. NES was able to supply many workers for these projects without difficulty.

The Winter House-Building Incentive Program was most successful. Because of adverse weather conditions, contractors requested, and were granted, an extension of the building period to complete the work that had been started. It is difficult to estimate the number of persons who received employment directly or indirectly as a result of the program.

Transportation, Storage and Communication—The volume of business in passenger air travel and freight continued at a high level, with slight increases shown in comparison to the same period the previous year. An increase was noted in the use of economy excursion fares and time payment plans. These plans have been instrumental in increasing passenger traffic.

Railroad passenger traffic maintained a good level over the past year. During the summer months orders were received by NES and placements made for extra dining-car crews, truck drivers, warehousemen, freight handlers and extra gangs of labourers.

Although low water levels on the Great Lakes hampered the unloading of cargoes in most lake ports during the season, it was reported by the St. Lawrence Seaway Authority that it experienced a gain in tonnage over the previous year. The facilities of NES were used to recruit many workers during the navigation season. By the end of the shipping season, all grain storage facilities were filled to capacity, and, in most lake ports, ships were being utilized as floating storage areas.

Finance, Insurance and Real Estate—Banks, finance companies, and credit unions enjoyed increased activity over the previous year and additional branches continued to open throughout Ontario.

Finance companies were still seeking young men as manager-trainees while banks had difficulty meeting their needs for experienced tellers.

Insurance firms reported business was very good in 1964-65. They continued to seek qualified applicants for sales staff and office work. NES assisted banks and insurance and finance companies to recruit some of their help during the year.

Real estate firms enjoyed increased activity over 1963-64. Some of this improvement was attributable to the government's Winter House-Building Incentive Program which encouraged buying. Experienced salesmen were in short supply.

Trade—In wholesale trade, activity varied from month to month, depending on the product, with increased hiring of staff during peak seasons. Suppliers of building products enjoyed the results of the expanded Municipal Winter Works Program and the increased house-building resulting from the Winter House-Building Incentive Program.

Retail sales, especially in department stores and related businesses, exceeded the previous year as stores expanded and new outlets opened. Participation of NES in the recruitment of help, particularly for the new suburban outlets, increased greatly. The demand for part-time and full-time inexperienced sales help was generally met. However, there was a continuing shortage in some centres of sales persons experienced in specialized lines.

The continued demand for automobiles was also a boon to the industry. A shortage of licensed auto mechanics and body-repairmen continued.

Service—The service industries enjoyed another year of expansion although the tourist trade was somewhat affected by the cool summer. This resulted in fewer workers being employed and there was an adverse effect on the economy of a few summer resort communities.

There continued to be a serious shortage of live-in domestics and a fairly constant shortage of experienced nurses, waitresses and hairdressers.

The Department of National Defence embarked on a plan to close down or reduce operations at a number of military establishments across Canada. In Ontario, this affected several air force stations and one large army camp. Large numbers of civilian personnel who were employed on these stations were laid off. NES, in conjunction with the Department of National Defence, assumed

the task of finding alternative employment for these workers. Following the actual closing of the establishments, the majority of the workers had been placed by NES. The layoffs merely advanced retirement plans for others and they left the labour force.

EXECUTIVE AND PROFESSIONAL

There was a continuing unsatisfied demand in the Ontario region for executive and professional personnel. Many firms expanded their operations or entered new fields of production which created vacancies for managerial and senior officials. The expansion of research facilities added to an already strong demand for highly qualified personnel.

There was a continuing shortage of, and a seemingly unlimited demand for, engineers and supporting semi-professional staff, such as technologists, technicians, and draftsmen. Accountants with certificates were in short supply and required by both public accounting firms and industrial companies. In medical and related fields there was a serious shortage of nurses, technicians, physical and occupational therapists, dietitians, and pharmacists. This also held true for social workers and psychologists.

During the past year, NES student placement offices were opened at York University in Toronto, Laurentian University in Sudbury, the Eastern Ontario Institute of Technology in Ottawa, and the Western Ontario Institute of Technology in Windsor. With these additions, the Ontario region now operates student placement offices at four universities and two technological institutes.

SPECIAL SERVICES

Youth—Employment service to youth was re-emphasized through an aggressive program in co-operation with secondary school authorities. Supporting assistance was given by NES officers who led classroom discussions and addressed student assemblies. Employment counselling and job placement was provided to an increased number of school-leavers. The entire resources of the National Employment Service were used to effect the placement of high school graduates in suitable jobs. NES officers participated in community organizations concerned with the over-all welfare of youth.

Vocational Training—Activities related to vocational training of applicants for employment continued during the year at the same high level as in the previous year. Approximately 19,100 persons started training courses following vocational counselling interviews by special services officers that identified the occupational field in which training would be beneficial. Twenty per cent attended private trade schools and business colleges on a fee-paying basis. The others were trained under Program 5 of the Federal-Provincial Technical and Vocational Training Agreement. Unemployment insurance benefits were paid during training to all who paid their own expenses and to one-third of those trained at public expense under Program 5.

Testing—Four local offices in the region are equipped with testing facilities. During the fiscal year, approximately 12,500 psychological and achievement tests were administered to job applicants.

Handicapped—Liaison with welfare and rehabilitation agencies was strengthened and co-operative working arrangements were developed in several

areas. There was an increase in the number of referrals of disabled applicants for service under the Vocational Rehabilitation of Disabled Persons Agreement. An increased number of handicapped applicants were assisted in adjusting to the labour market through vocational counselling interviews. Suitable employment was found for most by general employment officers, the more seriously disabled being dealt with by special services officers using selective placement techniques.

Employment counselling was also provided for other categories of applicants, such as older workers, selected young Indians sponsored by the Indian Affairs Branch, and persons released from penal institutions. The test program in the major offices continued to be used to maximum capacity.

Veterans—Employment opportunities ranging from good to excellent provided more than 10,000 jobs for veterans during the period. Particular attention has been given, through counselling and labour market information, to those being discharged after many years of postwar service to help them become re-established in civilian life. Close liaison was maintained with DVA so that maximum assistance could be given veterans, particularly those in the older age bracket, who sought advice regarding DVA benefits.

EMPLOYMENT OF WOMEN

The number of gainfully employed women in Ontario was 5.9 per cent greater in 1964-65 than in the previous year and made up 30.2 per cent of the total labour force in the province. Of all women working for pay in Canada, 39.1 per cent were in this region.

Reflecting the increased numbers in the labour force, 3,900 more women were placed in employment than a year earlier. Of the total placements made in the region, 33.5 per cent were women.

Requirements for qualified professional personnel showed little change. The demand for most categories of health service workers still continued to exceed the supply. However, several of the large metropolitan hospitals reported a better supply of graduate nurses than for several years past. Many of those employed were from the United Kingdom. Social workers, librarians, physical education instructors, and teachers at the high school level were also in short supply.

In spite of the return of many married women to office employment, requirements for efficient stenographers, typists, and dictaphone operators with high school graduation exceeded the supply in almost all areas. Medical, legal, and bilingual secretaries were almost impossible to obtain.

The trend to longer shopping hours and to continuing expansion in the retail field, including the mail order business, resulted in an increased demand for salesclerks, cashiers, and all categories of retail personnel; a greater percentage of these requirements were on a part-time basis.

In line with the general upward trend, all categories of service workers were in greater demand. This was especially so during vacation period when almost 4,300 women and girls were placed in various occupations in the tourist and resort industry. Experienced cooks, waitresses, hairdressers, skilled dry-cleaning operators, and household workers willing to "live-in" continued in general short supply. This shortage was particularly noticeable during those periods when seasonal activities offered alternate employment.

Although affected to some degree by greater industrial stability, the demand for women workers for various industrial operations increased over the previous year and placements were higher. In some areas, especially for the harvesting and processing of fruit and vegetable crops, the demand for skilled and unskilled workers exceeded the available supply. As in previous years, experienced shoe stitchers, power sewing machine operators, and various skilled categories in the primary textile trade were scarce and caused an increasing number of employers to undertake on-the-job training.

More women took advantage of privately-sponsored programs or other types of training courses in order to improve their qualifications. Courses in general business practice, typing, clerical work, stenography, and academic upgrading continued to be the most popular. However, in some areas, training in sales and waitress work and in power sewing machine operation attracted a fair number of suitable trainees.

WINTER EMPLOYMENT CAMPAIGN

Winter Employment Campaign Committees were active in 49 local office areas and many community organizations supported these local campaigns. In a number of cities and towns, parades were arranged to publicize the need to create winter employment and members of community groups participated in radio talks and telecasts to emphasize the aims of the campaign. The campaign helped to produce the highest level of winter employment for several years.

Impressive support was given by 183 daily and weekly newspapers. Government-paid newspaper advertising amounted to 24,000 column inches and sponsored advertising to 52,000 column inches. This was supplemented by editorials, news items, and pictures totalling 12,000 column inches. The government-paid radio time broadcast by 62 stations was 244 minutes plus 956 spot announcements. Sponsored and public service time amounted to 1,350 minutes and 7,100 spots. On television, 17 stations participated. Government-paid advertising amounted to 27 minutes and 260 spot announcements and public service time consisted of 200 minutes and 1,000 spots.

In Ottawa, a Miss "Do It Now" was crowned by the Mayor at a public ceremony. She later took part in the Ottawa Winter Carnival Parade and subsequently in a number of activities furthering the cause of the campaign.

For several years, Queen's University in Kingston has planned its construction program to provide maximum employment during the winter months. During the past winter, buildings worth \$7 million were under construction.

Over 250 workers were employed on the new \$27 million Ontario Hydro dam in Renfrew. This project stimulated activity in ancillary fields. Hotel and cabin renovation, store and service station redecoration, and enlargement and establishment of trailer camps provided employment for tradesmen during the winter. Work on this dam will continue for the next three years.

In Port Colborne, widespread interest was shown in a poster contest for school children. Several prizes were donated by local merchants.

An unprecedented boom in construction of skiing facilities was reported from the Collingwood office area. Many construction workers were employed on new ski chalets, restaurants, and supermarkets.

It appears that more businessmen and home-owners now schedule plant expansions and home renovations during the winter months than was the case previously.

EMPLOYMENT COMMITTEES

The Ontario Regional Employment Committee held one meeting at Toronto in March, 1965, at which subjects related to the operation of the NES in the Ontario region were discussed.

Nineteen local employment committees were active during the fiscal year. These were located at: Brantford, Chatham, Cornwall, Galt, Hamilton, Kingston, Kitchener-Waterloo, London, Oakville, Oshawa, Ottawa, St. Catharines, Sault Ste. Marie, Simcoe, Sudbury, Timmins, Toronto, Welland, and Windsor.

UNEMPLOYMENT INSURANCE

There were 14,114 coverage rulings issued, a decrease of 257 from the previous year. The 357 rulings issued by head office with respect to inquiries originating in this region represented an increase of 50.

The number of employers registered as employing insurable employees increased from the year before by 111 to a total of 115,494 at March 31, 1965. There was a decrease (144,684) in the number of insured employees from 1,927,095 at the end of March, 1964, to 1,782,411 at March 31, 1965.

The number of claims computed or recomputed decreased by 20,946 from the previous year to a total of 415,166.

A post audit of 98,157 claims was conducted, disclosing that 2,094 claimants had made misrepresentation with regard to earnings and unemployed status in order to collect benefit. Overpayments of benefit totalled \$72,330; this was a decrease of \$86,420 from the previous year. In addition, 1,075 claimants had disqualifications imposed which reduced their future entitlement to benefit and 96 claimants were prosecuted.

During the year under review, 380,810 new applications for benefit were received, a decrease of 25,278 (6.2 per cent). Regular benefit periods were established for 275,212 (72.3 per cent) of these claims, seasonal benefit periods were established for 66,619 (17.5 per cent), and 38,979 (10.2 per cent) failed to qualify for any benefit. A total of 2,448,675 individual payments were made, a decrease of approximately 19.5 per cent. Of this total, 1,200,446 were cash payments and 1,248,229 were payments by benefit warrant.

There were 330,498 initial claims adjudicated on which claimants fulfilled the contribution requirements in the first instance. Disqualifications were imposed on 56,548 (17.1 per cent) of these claims. In addition, 264,891 decisions were issued in respect of renewal claims filed during the currency of a benefit period, or on questions of entitlement which arose in the course of continuing claims, or on claims where it was subsequently established that the contribution requirements were fulfilled. Disqualifications were imposed on 64,193 (24.2 per cent) of these claims. There were also 9,811 cases where claimants were considered not eligible for such additional entitlement as the dependency rate on a continuing claim. The 120,741 disqualifications imposed on claims on which entitlement had otherwise been established was a decrease of 14,934.

During the year under review, 1,989 applications to have claims antedated were received, of which 1,070 were approved. Applications for extension of the qualifying periods numbered 5,828, of which 4,453 were allowed.

Boards of referees disposed of 6,832 appeals by claimants from decisions of insurance officers. Of this number, 758 (11.1 per cent) were allowed.

TECHNICAL SERVICES

INVESTIGATION

A total of 38,803 investigations were completed. Of this number, 8,007 were formal investigations and 30,796 spot check and miscellaneous investigations. A total of \$130,000 in penalties under Section 65 resulted in formal investigations and also a consent to prosecute was issued in 265 cases. Prosecution proceedings against 225 persons were concluded resulting in fines totalling \$19,058. There were 1,654 reports of employer infractions submitted by auditors reviewed and in 399 of these cases a consent to prosecute was issued. Prosecution proceedings were taken against 385 employers resulting in fines totalling \$14,648.

Demands on third party were issued as follows: claimants—825, from whom \$44,719 was collected; employers—558, as a result of which the Commission collected \$40,589.62 in overdue contributions.

As of September 28, 1964, the saturation group was disbanded and 15 enforcement officer positions were re-allocated to a resident basis.

AUDIT

Throughout the year, 64,125 audits and 13,489 special investigations were made; 1,654 prosecutions were recommended and these resulted in 447 recommendations for prosecution action.

Reviews by the regional auditor of coverage rulings issued by local offices totalled 13,314: in addition, 761 rulings were issued in respect of briefs submitted by local offices and district audit offices.

During the first part of the year, the auditors provided substantial assistance in the follow-up aspects of the program to assign Social Insurance Numbers to workers engaged in insurable employment.

Overdue contributions established in the year amounted to \$1,229,738.32. A substantial portion of the assessments were in respect of part-time and casual employments where the employer did not have on file a Declaration of Inconsiderable Employment signed by the employee concerned.

Employers continued to express interest in the bulk method of paying contributions and 451 new permits were issued.

REPORT OF ACTIVITIES BY REGION

PRAIRIE REGION

EMPLOYMENT

SERVICE TO INDUSTRIES

Primary Industries—Metal mines in the region maintained production at peak levels and three metal and two potash mines began operations during the year. NES was only moderately successful in providing employers with experienced miners. However, because of the continuing shortage of miners and mine tradesmen, some suitable inexperienced workers were hired.

In 1964, the mining industry in Western Canada accounted for 35 per cent of the total production of Canadian metals, fuels, and non-metallic mineral construction materials which was an increase of approximately 10 per cent over a 10-year period.

The iron ore reclamation project located at Atikokan reopened during the year and all other metal mines in northwestern Ontario, with the exception of one located at Beardmore, worked at peak capacity. Indications are that the mine in the Beardmore area will close down in 1965. Two mines opened during 1964, one in the Port Arthur area and the other in the Fort Frances area. Construction of a new iron ore pelletizing plant was begun and it should be in operation in 1965. There was a continuing shortage of experienced miners in all areas of northwestern Ontario.

Activity in Manitoba's metal mines increased during the year and NES assisted gold mine operators in securing inexperienced workers as mine trainees.

A labour dispute affected the mining operation in northern Manitoba but when production resumed NES assisted in recruiting inexperienced underground and surface workers. In addition, clearance was used effectively to assist other mine owners in the province in recruiting workers. Assistance was also provided in arranging itineraries and interviews for employers' field representatives during recruiting trips.

Metal mines located in northern Alberta and the Northwest Territories continued to operate at peak capacity. NES was partly successful in meeting employers' demands for experienced workers.

Activity increased in the producing potash mines in Saskatchewan and plans were announced for an expenditure of approximately \$300,000,000 on the development of five new properties. One potash producer, located in the central area of the province, is using a new production process called brining.

All potash producers were recruiting workers through NES offices and it is expected that they will continue to do so. Surveys were undertaken by NES offices to ascertain available manpower so that they will be in a position to provide workers when required by the producers.

Demand for coal increased during the year and, in general, production was maintained at a high level. However, as a result of labour disputes, work

stoppages in two mines and the closure of one affected the over-all output. Generally, miners were available for mines producing for the domestic market but there was a continuing shortage for those producing for export.

Oil drilling footage in Western Canada hit an all-time high record of 15.5 million feet during 1964 but geophysical activity declined; indications for 1965 are not encouraging. Waterflood and other secondary recovery oil projects remained at peak levels. The rush to complete waterflood projects continued throughout the winter, with indications that there was a big backlog of such projects to start in the spring of 1965.

Exploratory well-drilling in Manitoba increased by approximately 38 per cent but the demand for oil rig crew workers did not increase.

The number of exploratory wells drilled in Saskatchewan doubled from 297 in 1963 to 582 in 1964, while the number of development wells rose to only 26. Most of the activity was centred in the heavy crude fields located in the central western portion of the province. Limited drilling activity was noted in the southern areas of the province.

There was a decline in the number of seismic crew months, with only 53 crew months worked as compared to 68 the previous year. The increased demand for heavy crude was not met during 1964. Indications are that activity in the heavy crude field would continue into 1965.

Severely cold weather created problems for drill crews and more wells would have been drilled if favourable weather had prevailed. NES was successful in meeting the demand for skilled tradesmen and oil rig workers.

The footage drilled in Alberta during 1964 was approximately three per cent higher than in the previous year. Development wells drilled totalled 1,104 as compared to 1,048. Drilling activity would have been greater except for extremely adverse weather conditions which hampered rig movements in the north.

Western Canada's biggest oil find, the first in five years, occurred in Alberta, and, as a consequence, there was increased drilling of exploratory wells. Although there was a decline in the number of seismic crew months worked, a marginal gain was noted when compared to crew months worked the previous year.

Generally, throughout the province of Alberta NES offices met employers' requirements.

Surface moisture conditions were favourable to Western Canada's agricultural industry in the spring seeding season and the subsequent rainfall was sufficient to bring crops to maturity. However, unfavourable weather conditions prevailed during the harvest season which delayed the harvesting of grain crops. Nevertheless, the majority of the crops were taken off by the end of October. Although the wheat crop was not as abundant as in 1963, the yield exceeded the 15-year average.

Fall field work was completed in most areas of the region by the end of November. There was a sufficient supply of feed and hay to carry the record number of cattle in Western Canada through a normal winter. However, heavy snows and severely cold weather forced farmers to commence feeding livestock earlier than anticipated. As a result, the drain on stockpiles of hay and feed in some areas of the region were insufficient to carry livestock until field grazing again became available.

The only organized NES movement of farm workers in the region was from Indian reserves in Alberta and Saskatchewan to sugar beet fields in the Lethbridge area. Approximately 2,100 workers were recruited.

There was a continuing shortage of farm help during the year. The most serious shortages were for experienced mechanized farm equipment operators, farm couples, and dairy workers.

In the Prairie region a total of 13,950 agricultural placements were recorded, an increase of 264 over the previous year.

Wet weather delayed seeding in northwestern Ontario. However, it was completed by mid-June. Unfavourable weather conditions prevailed during most of the growing and harvesting seasons. As a result, harvest operations were not completed until mid-October. Yields of grain and root crops were lower than in previous years. The supply of farm help through NES was limited but adequate to meet employers' demands.

Field moisture conditions in some areas of Manitoba were unfavourable at the beginning of the growing season. Considerable flooding of farm lands in southern areas of the province resulted in loss of acreage seeded to sugar beets and special crops. Hay crops were damaged by heavy frosts and farmers in the northwestern areas of the province experienced a hay shortage. Although unfavourable weather conditions existed during the harvest season, the harvesting of grain crops was completed by mid-October.

Manitoba farmers harvested an estimated 87 million bushels of wheat, the largest crop in the history of the province. The average yield was 25 bushels per acre.

The acreage seeded to sugar beets was the highest on record. Although the production of 300,000 tons was below the previous year's yield, it was slightly in excess of the long-term average.

Livestock production increased slightly, with sales up approximately eight per cent; however, prices were seven percent lower.

In Manitoba the supply did not meet the demand for farm hands, farm couples or dairy workers. Throughout Saskatchewan adequate surface moisture for initial seeding prevailed but a lack of rainfall during the summer months was unfavourable to crop growth.

Warmer temperatures in the fall permitted farmers in most districts to practically complete the harvesting of cereal crops during October. Yields were generally favourable in the eastern and southern areas of the province, but were fair to poor in the central and northwestern districts.

Harvesting of grain crops was completed by the end of October. Frost resulted in lower grades at some points, but the quality of the wheat crop was fairly satisfactory. Yields were down from the previous year but were in line with the 15-year average.

Fine fall weather enabled farmers to complete fall field work. There was a shortage of experienced farm machinery operators and farm helpers with valid truck driver's licences.

In Alberta, in the early months of the year, pasture lands were in need of moisture but grain farms had sufficient for initial seed germination. Seeding of grain and row, root, and special crops was completed by the end of June.

Approximately 50,000 acres of winter wheat were destroyed in the Medicine Hat and Lethbridge areas in an effort to stop the spread of wheat streak mosaic. This acreage was reseeded largely to oats and flax. Rainfalls and late melting snow inundated homes and farm lands in the Lethbridge area. However, farm and pasture lands benefited from the late rainfalls. As a result, growing conditions in this area were more favourable than in past years.

In some areas of northern Alberta, crops were a failure. Southern Alberta experienced one of the driest growing seasons in the area's history. However, farmers harvested a much better crop than was expected.

Frosts and sprouting damaged some of the grain lying in swath, and resulted in lowering the grades. Generally, harvesting of Alberta's grain crop was completed by the end of October. Grades of all grains were reported to be down from the previous year but crop yields were good.

Harvesting of the largest acreage of sugar beets ever planted in southern Alberta was completed during October. Close to 2,100 workers were recruited from Indian reserves in Alberta and Saskatchewan for sugar beet farms located in the Lethbridge area. NES participated in the recruitment of the required workers.

There was a general increase of activity in the forestry industry during the year and steadier employment was noted. For the second consecutive year, workers on seniority recall lists were fully employed and NES was called upon to recruit additional men. However, there were pronounced shortages of skilled woodworkers throughout most of the Prairie region.

Northwestern Ontario reported higher production in the forestry industry. As a result, woods employment reached a peak of 6,800 men during the year and labour turnover was lower than in previous years. However, the industry in this part of Ontario experienced serious labour shortages.

Increased activity over the previous year in the forestry industry was also reported in Manitoba. There were indications, however, that further expansion of woods operations would be somewhat limited because of a persistent shortage of woodworkers.

In Saskatchewan, mild weather and a lack of snow in the northern part of the province curtailed woods operations during the early winter months; full scale production did not get underway until December. NES was able to supply enough woodlands labour from farms and Indian reserves in adjacent areas.

A high level of lumbering and logging activity was maintained in the Grande Prairie area of Alberta. In the Blairmore district, a late spring and heavy snows reduced the volume of forestry operations and a number of workers lost time during the year. Throughout the province, experienced loggers at times were in short supply though NES used all means of publicity to recruit them.

Manufacturing—The Prairie region experienced a steady growth in its manufacturing industries, with many of the larger firms expanding operations or diversifying their products. As a result, employment continued steady and the winter period showed more activity than in preceding years.

On the whole, NES was able to cope with the demands for workers from manufacturers in the region. There was no acute problem of labour supply in any particular area, but a shortage of skilled tradesmen was evident.

Employment in manufacturing in northwestern Ontario and in Manitoba was at a high level. Most firms in the pulp and paper industry operated seven days a week, with very few layoffs. The transportation equipment industry maintained almost full employment, with some brief layoffs, mainly caused by shortages of materials; similar conditions prevailed in the iron and steel industry.

NES supply of manpower for the manufacturing industry was generally adequate, considering the continuing shortage of skilled workers. The garment industry in Manitoba took advantage of a federal-provincial government-sponsored training scheme to meet the shortage of skilled operators. NES carried out the recruitment program for trainees, and, by the end of 1964, about 1,000 persons had taken training; of these, approximately 500 remained in the garment industry.

In Saskatchewan, steady employment prevailed in the manufacturing industries. Oil refineries experienced a year of full production and the continued expansion of the potash processing industry provided increased employment opportunities. In the latter part of 1964, there were layoffs in the flour milling industry because of reduced exports, and in the wood products industry because of severe weather.

No serious shortage of manpower was reported, and NES was able to meet most of the demands for workers in manufacturing.

Alberta benefited from a high level of employment in manufacturing as sugar refineries, chemical plants, and wood products factories increased production or expanded their facilities. In the chemical industry, such expansions were often preceded by the hiring of personnel for training periods, and NES was successful in recruiting the trainees needed for these programs. In the plywood industry, severe weather caused the shut-down of some plants, with resultant layoffs of short duration.

With the exception of skilled machinists who continue to be in short supply, the demands of manufacturers for personnel were generally met adequately by NES.

Construction—Activity in the construction industry was higher than in any recent year. The employment index showed a slight improvement and many construction workers found employment through NES.

House-building in the major Prairie centres dropped off as the trend toward construction of apartment blocks continued.

Big-inch pipeline work increased, while small diameter jobs decreased somewhat, resulting in only a slight reduction in total tonnage of pipe being laid. The pipeline industry counts heavily on the continuing looping programs of the major firms. Along with normal expansions of other systems and a good basic volume of new construction, looping programs tended to level off the annual construction volume. This year, pipeline contractors laid about 650 miles of big-inch pipe compared to 300 miles last year. The value of work during the year was estimated at \$25,000,000.

Many firms in Canada had a stake in the 430-mile railway project starting from Peace River, Alberta, to Hay River and Pine Point in the Northwest Territories. During the winter months, with the road bed frozen, heavy ore cars were moved down the railway, but during the summer the road bed will require ballasting. This project should be completed by the fall of 1965.

Two large-scale projects were under construction in northwestern Ontario, one a kraft mill at Fort William and the other a pelletizing plant at Steep Rock. A substantial number of smaller undertakings provided work for most tradesmen and many unskilled men. NES assisted in the recruitment of workers.

In Manitoba, because of bad weather in August, work did not progress as fast as expected on the Red River Floodway, but by mid-October work was almost on schedule and 709 men were working on it. A start was made in Winnipeg on Canada's first high rise housing project for elderly citizens; this is expected to cost about \$1,500,000. Construction on the Grand Rapids power plant come to an end late in 1964, and it should be in full operation in 1965. NES was called upon to assist in supplying construction workers for the atomic energy plant and townsite at Pinawa where construction will be in progress for some time to come.

Construction in Saskatchewan was valued at more than \$450,000,000. The number of workers directly employed on the various projects was approximately 32,000. The Saskatoon area had its biggest construction year in history. The last major contract to be awarded for the construction of the South Saskatchewan River Dam will be the building of the concrete chute and spilling basin for the spillway. In conjunction with this project, work will continue on the last major earth moving contract which was started in the spring of 1964. NES supplied most of the labour required. During the year construction work continued on five new potash mines.

The most significant development started during the year in Alberta was the Great Canadian Oil Sands plant and its allied projects. This has shifted the accent of industrial development in Alberta well to the north. In the race to meet tight work schedules at Fort McMurray, all sources of transportation are being developed. Work on roads and bridges got underway in the fall, with steel bridge components being prefabricated in Edmonton during the winter. NES will open a temporary on-site office to service employers' requirements. Alberta road builders have a large carry-over of road work from the previous year. Only 1,000 miles of projected provincial highway work was completed in 1964 instead of 1,266. An examination of housing starts across the Prairies revealed Alberta once again in the lead and indications were that it will hold that position. Extremely cold weather conditions slowed down construction all across the Prairies during the winter; a heavy construction year is forecast.

Transportation, Storage and Communication—Activity in the transportation, storage and communication fields was better than the previous year. Intensified sales promotion methods contributed to a larger volume of passenger and freight business for airways and railroad companies in the Prairie region.

Navigation closed at the Lakehead with the departure of the last grain boat on December 15. Approximately 440 million bushels of grain were shipped during the year, which exceeded the 1963 total by 90 million bushels. Ore shipments out of the Lakehead were approximately 3,500,000 tons, an increase of 1,000,000 tons over the previous year.

The trucking industry in Manitoba reported business was very satisfactory. Expansion plans of several trucking companies were proceeding on schedule. One of the largest projects is a terminal being constructed on a 35-acre site in Winnipeg. The services of NES were used to recruit the required workers for it and a total of 1,000 persons will be employed.

In Saskatchewan, the last train to use the CNR's downtown Saskatoon terminal passed through that city on November 10. The old depot will continue to be used for ticket sales and telegraph service. On November 17, the CNR's new passenger and freight facilities were officially inaugurated at Chappell, five miles west of the city centre. The new railway complex, costing over \$6,000,000, has been under construction since 1963 and comprises seven major buildings and 40 miles of track.

Oil exploration and construction activity carried on in the North resulted in the airways serving this area having one of their better years. NES supplied pilots, mechanics, and general staff for this operation. With the completion of the first stage of the \$86 million Great Slave Lake Railway, the Northwest Territories has, for the first time, been connected by rail to the rest of Canada.

Trade—The volume of business in wholesale and retail trade was exceptionally good throughout the year. The \$500 incentive payment to encourage winter building of homes had a marked effect on lumber and building material wholesalers. Employment remained high and layoffs normally anticipated during the winter months were not forthcoming.

Because of the large sales of wheat to countries abroad, dealers in agricultural machinery increased their sales volume considerably during the year. The automobile industry also experienced a boom year.

The higher volume of business at the Lakehead was attributed to better over-all employment conditions, especially in the grain storage industry. During July, the "Mardi Gras of the Northwest", a promotional scheme, stimulated business in retail trade, especially in the clothing and souvenir shops. Because of increased business at the year's end, a number of students who had worked in retail outlets during the summer were recalled.

With the opening of the area east of Fort Frances, the number of marinas and retail outlets are increasing and additional help was required.

Retail sales in the Winnipeg area increased steadily. There was a decided and continued increase in sales of tobacco, smoking equipment, and kindred products. Wholesalers reported that business was brisker than for many years, and, as a result, staff expansion occurred.

Because of a greater utilization of data processing machines by wholesale firms, experienced operators were in demand and NES was able to supply the required applicants.

A leading department store chain, with headquarters in Winnipeg, reported sales volume up over 10 per cent during the year. NES supplied both full-time and part-time workers.

NES in Winnipeg recruited special staff for seasonal Christmas work in two of the city's largest department stores. A campaign of radio, television, and newspaper advertising was used for this project.

The increase in retail trade in Saskatchewan resulted from the buoyant economy and general feeling of prosperity stemming from a record crop and export sales of wheat. With retail sales at such a high level, some difficulty was experienced by NES in meeting the demand for experienced sales persons. However, in Regina, NES supplied help to three new stores in shopping centres. In the Moose Jaw area, retail lumber yards had one of their best winters. Hardware sales were up approximately 10 per cent over the preceding year. Sales

in the larger department stores in Yorkton were beyond all expectations. Business in garage and implement dealers' establishments was very good, with a steady demand for salesmen and partsmen and very few experienced men available. In the Saskatoon area, farm implement dealers were running far behind on deliveries as manufacturers were unable to meet orders for equipment. NES met the increased demand for workers at dairy and poultry plants in the North Battleford area. New automatic feeders for poultry are replacing some employees.

Generally, wholesale and retail trade in Alberta remained steady. With a few exceptions, the supply met the demand for staff. The total retail market in Red Deer is growing at a rate to justify expansion along with the anticipated population increase. A large supermarket opened and NES supplied the staff. The outlook for the Peace River district is exceptionally good. Several new firms have commenced business. The Winter-House-Building Incentive Program resulted in unprecedented activity in the lumber trade. NES was instrumental in supplying sales clerks and cashiers. There was a shortage of male credit and stock personnel and steps were taken to secure help through the NES clearance system. Wholesale business was brisk in the Calgary area. The demand for secretaries and stenographers for these firms increased considerably. As the majority of firms were located in outlying areas, difficulty was encountered by NES in meeting requirements. The "Klondike" theme during Exhibition Week in Edmonton increased sales of wearing apparel. Experienced sales persons, both male and female, were in steady demand. Shortages existed of sales persons with specialized experience.

Finance, Insurance and Real Estate—Business continued to increase in all provinces in the region. Banks entering the automobile finance field had a greater than normal increase. There was a continuing demand for suitable staff and some banks employed retired workers to fill their requirements temporarily. Stenographers, typists and bookkeeping machine operators were in continuing demand during the year and NES was active in assisting chartered banks in filling their vacancies for these workers.

Finance companies continued to expand and opened numerous offices in various centres throughout the region. Young male trainees for managerial positions were in constant demand, and difficulty was experienced in filling the needs.

Insurance companies reported a continuing expansion in sales, with the demand for insurance salesmen far exceeding the supply. There was a continuing demand for female office help in all categories, with the shortage of stenographers being most evident.

Real estate sales were very buoyant during the summer months but with extremely cold weather prevailing on the Prairies during the winter, sales were below average. The sale of industrial land continued to increase and this helped offset the decline in housing sales.

Services—The continuing demands in the services industry resulted in more workers being placed by NES than any other industry in the Prairie region.

Activity in hospital and medical services, schools, recreational facilities, centennial projects, additional care for the aged, and increased tourist traffic all

contributed to a greater demand for professional, skilled and unskilled workers. There was a continuing shortage of professional workers in hospitals and educational institutions. The increased demand for personnel in accountancy and legal firms continued, with a shortage of qualified accountants and legal stenographers. The demand for part-time and casual workers for special projects and events was on the increase. Exhibitions, fairs, race meets, tournaments, conferences, and bonspiels afforded work for a large number of workers. Recruitment of workers by NES for post offices during the Christmas season increased over the previous year.

Owing to expansion of hospitals at the Lakehead and increased facilities for the aged at Fort Frances, additional workers were recruited by NES. Extra staff was also secured by NES to clear highway road sites in northwestern Ontario and additional help, including college and university students, was obtained to work on the extension to the airport at the Lakehead. A province-wide junior ranger program resulted in camps being established in three provincial parks in the Fort Frances area. Some resort operators in this area had a busy season catering to American ice fishermen. Additional facilities for winter sports at the lakehead stepped up activity and extra help was supplied by NES. A \$100,000, five-year park program in the Fort William area was reaching completion.

Hospitals throughout the province of Manitoba continued to experience heavy demands for service. New hospitals are being built and additions made to others in both the urban and rural areas. There were waiting lists for admittance to all hospitals in the Greater Winnipeg area, including the newly-constructed rehabilitation hospital. NES met the demand for sub-staffs but there was a shortage of professional and technical help. The mental hospital at Selkirk, Manitoba, had an acute shortage of professionally qualified personnel. This was alleviated somewhat by workers from the United Kingdom. Plans are underway to increase the training program for psychiatric nurses. The adult educational program in Manitoba was so well patronized that additional teachers had to be recruited to accommodate all classes. The increased enrolment in colleges affiliated with the University of Manitoba has caused these colleges to almost triple their faculties. A company offering tutoring service to high school students having difficulty with one or more subjects opened an office in Winnipeg during the year. Teachers and university graduates and undergraduates are hired on a part-time basis to teach in the evenings or on Saturdays. The former Manitoba School for the Deaf, now being used as a teacher training college, will revert to its former role with an enrolment of 120 pupils. New facilities, providing accommodation for the training of 100 additional teachers, will be available at the University of Manitoba.

The federal Department of Public Works took over the operation and administration at Fort Churchill, Manitoba. Arrangements were made with NES for hiring civilian personnel to replace army personnel. A new type of business which provides a complete inventory auditing service, commenced operation in Winnipeg. This firm contracts to undertake the complete task of inventory-taking and extending for retail and wholesale firms, eliminating the necessity of diverting existing staff members from their regular duties. With improved highways in northern Manitoba, there has been an increase in the number of motels and summer resorts; this has resulted in a lucrative tourist trade.

Owing to municipal road building programs of the Saskatchewan Government, there was a considerably increased demand for surveyors and rodmen. NES was able to secure young men from the Regina area. The Saskatchewan Department of Natural Resources will spend \$15,000,000 on the development of recreational facilities at the South Saskatchewan River reservoir. There has been an increased demand for workers to develop the three major parks and to undertake extensive tree planting along the shoreline, Saskatchewan officially opened its first public winter resort in the Moose Jaw area. NES assisted in recruiting staff. There was an increased demand for teachers during the year. All teachers' colleges in the province were transferred to the University of Saskatchewan.

The opening of new auxiliary hospitals and nursing homes in various centres in Alberta increased the demand for hospital workers. The staff needs were met by NES, with the exception of professional and technical personnel.

Many employees laid off from the RCAF station at Lincoln Park in the Calgary area were placed through the efforts of NES. A number of firefighters released from the RCAF station in the Edmonton area were relocated. The Alberta Forestry Training School in the Edson area, through expansion, will increase its enrolment from 22 to 60 students. The first year of the new course will be taught in the Northern Alberta Institute of Technology at Edmonton.

NES was successful throughout the province in recruiting students as playground directors for municipal recreational departments. There was a noticeable increase in the number of bowling alleys in the Edmonton area. The present 450 lanes represent a total capital outlay of \$5,000,000. NES had no difficulty in meeting the demand for staff.

New hotels, motels, and restaurants resulted in a tremendous increase in the demand for workers in Calgary and resort areas, resulting in a shortage of skilled help.

EXECUTIVE AND PROFESSIONAL

Executive and professional vacancies and placements were on a par with the previous year, and, with the inclusion of student placement figures, showed a small over-all increase.

Difficulty was encountered in many areas in locating applicants with specialized employment experience, or those with university education plus one to five years' experience.

Advertising by NES on behalf of employers continued throughout the year. This produced some good results but most applicants applying as a result of advertising were in employment and very selective in their preferences. Executive and professional divisions were not sufficiently staffed to allow maximum penetration into the professional and managerial employment fields.

More employers than ever before were interviewing or requesting interviewing space at NES student placement offices at universities and technological institutes. The addition of staff to student placement offices alleviated the situation at two centres. The recent addition of an executive and professional employment officer at Saskatoon will no doubt increase the efficiency of that office and allow other staff members to concentrate more fully on their own duties.

There was a steady demand for professional engineers in all categories throughout the year and requirements for such personnel were not expected to

decrease in the foreseeable future. Junior engineers, technologists, and draftsmen allied with these professional fields were also in constant demand.

Geophysical activity, mainly in the western and far northern areas of the region, was on a slightly lower plane than the previous year. It was noted that operations in the field decreased at an earlier date as an early spring was expected to follow an unusually severe winter.

Accountants, office managers, and persons allied to those groups were in fairly constant demand throughout the period. The emphasis appeared to be primarily on applicants with degrees and little experience, although a few very well salaried positions were noted.

The predominantly female professional fields still suffered from some severe shortages. Nurses were required in practically all non-urban areas. Physiotherapists, medical laboratory technicians, X-ray technicians, qualified librarians, dietitians, and social workers were in constant demand. The requirement for the latter group varied throughout the region and only the Lakehead showed a continuing demand in all hospital categories throughout the year.

NES student placement offices enjoyed a very active year. More employers than ever before were accommodated. The trend toward more interviews with Arts and Science students following the Christmas recess continued and appeared to augur well for future years.

The Northern Alberta Institute of Technology was staffed full-time with a student placement officer and a casual clerk. Extremely good results were obtained on behalf of the first graduating courses.

To date, a few graduate or graduating university students remain to be placed in employment in most fields, with pass Arts students dominating the group.

Junior colleges affiliated with the University of Alberta were serviced on a part-time basis by local offices. Close watch was kept on the institutions to determine growth rates and possible requirements for future expanded student placement service.

SPECIAL SERVICES

Youth—In northwestern Ontario, NES met more often with school authorities and guidance personnel because of the concern expressed over permanent work opportunities for youth. Many high school students found that entry qualifications demanded more than Grade 10 and some sought special courses after high school graduation to prepare them for permanent work.

High school graduates in Manitoba tended to gravitate to the larger centres, Winnipeg and Brandon, for permanent work. Noticeably more attention was given to male entry applicants whose vocational plans had not yet crystallized. More career nights were held this year than previously.

Special services officers in Saskatchewan were welcomed in schools. A planned approach to co-operation with guidance staff helped to explain the NES approach to entry applicants. The placement of youth in permanent employment was successful this past year because of the buoyant nature of the economy.

Successful career nights were carried out and many talks were given to graduating classes in Alberta. A "Stay in School" theme for radio programming was used in Medicine Hat to point up the value of careful vocational preparation.

Throughout the region more young people than in previous years sought NES assistance in vocational planning.

Vocational Training—Referral of job applicants to vocational training courses following employment counselling was maintained at a fairly high level during the year. In Manitoba, Saskatchewan and Alberta more than 6,000 unemployed workers began training during the period covered by the report.

Testing—Approximately 4,200 psychological and achievement tests were administered to job applicants in the Winnipeg local office.

Handicapped—Total placements effected in the Prairie region indicated that more applicants found selected employment through the special services division than in the previous year. This is partially owing to the staffing of more offices with special services personnel. There was a noticeable increase in the number of referrals from rehabilitation agencies and from general placement sections. More time was devoted to occupational counselling than in any previous year.

Referral and placement of handicapped workers in northwestern Ontario in the fiscal year reflected the generally good employment conditions. More attention was paid to the training of handicapped persons in higher levels of employment.

More placements than previously were recorded owing primarily to additional staff in local offices throughout Manitoba. Releases from agencies have increased and among these is a considerable number from mental hospitals. NES is represented on a vocational rehabilitation committee for the mentally ill.

The trend of referral and placement activity was upward in Saskatchewan, and, once again, this can be attributed to the staffing of more offices with special services personnel. More attention was required for applicants with mental disabilities.

In Alberta, referral and placement work increased slightly. A longer period of favourable weather for construction and generally good employment conditions provided many work opportunities.

Veterans—Long-service personnel with technical training were readily placed in employment on release. Most applicants preferred employment counselling in larger centres in anticipation that civilian employment would be easier to obtain there. Co-operation from DVA authorities was consistent and helpful in many rural placement situations.

Information on the educational background of discharges from the armed services indicated that most have Grades 8, 9 and 10 standing. Comparatively few with university background have passed through NES.

Urban Integration of Selected Indians—Fifty per cent more selected Indians were referred to NES this year than in the previous year. The number of repeat cases dealt with was normal for selective placement. A significant number of applicants required work conditioning prior to actual referral to employment.

EMPLOYMENT OF WOMEN

In the Prairie region, the women's labour force increased by 3.7 per cent and made up 28 per cent of the total labour force. Increased activity in many

sectors of the labour market resulted in 69,500 women finding employment through NES and this was 4.9 per cent more than in the previous year. Women's placements were 31.3 per cent of the total placements in the region.

There was a continuing shortage throughout the region of professional and technical workers, experienced stenographers, typists, business machine operators, waitresses, power sewing machine operators, and household workers; at the same time there was a surplus of unskilled workers.

The success of the "Stay in School" campaign made it increasingly difficult for employers to obtain junior staff in the 16-18 year old bracket.

Hundreds of women in the region were recruited to work in post offices during the pre-Christmas rush.

At the Lakehead, NES and teachers of Grade 12 commercial classes co-operated in carrying out a highly successful experiment, "On the Job Training Week", when the students received office training with business firms in the community. The new minimum wage law in Ontario made employment in many restaurants more attractive and decreased staff turnover considerably. Again this year quite a number of women were engaged as tree planters for the Ontario Department of Lands and Forests. A high school in Fort William, in co-operation with NES, inaugurated a weekly program whereby female students observed the preparation of meals and diet trays in the kitchens of local hospitals. Subsequently, some of the students were employed there. Trainees of the courses for resort workers at the Quetico School were quickly absorbed; nevertheless the supply of female workers for the tourist resorts in the Kenora and Fort Frances areas did not meet the demand. An increase in the number of "licensed premises" cut down on the number of high school students who could be employed in establishments catering to the tourist trade.

In Manitoba, particularly in the larger urban centres, the steady increase in the number of motor hotels, motels, homes for senior citizens, residential apartments, restaurants, and cafeterias practically depleted the supply of women available to work as food service and cleaning personnel. In the Winnipeg area, the shortage of trained power sewing machine operators for work in the garment industry was considered critical. As a result, through the co-operative efforts of the federal and provincial governments and the garment industry, an in-plant training program was launched. The recruitment drive for trainees was more successful than anticipated. Manufacturers of leather and canvas products, because of a shortage of experienced workers, also provided in-plant training to suitable women trainees.

A trend in Saskatchewan has been for employers to give preference in hiring to young married women because of their versatility and willingness to switch from full-time to part-time work. Life insurance companies showed an increased interest in interviewing women as potential sales representatives. However, very few women appeared to be interested in that type of work.

Due to expanded business, financial and banking institutions in Calgary required additional receptionists, stenographers, and tellers. NES had less difficulty than in recent years in meeting these demands as annual Christmas bonuses have been discontinued and salaries increased 10 per cent. Members of the first class to graduate from the Northern Alberta Institute of Technology as dental assistants were readily placed by NES. Employers in southern Alberta

showed an increased interest in hiring women for employment as car washers, service station attendants, and pick-up and delivery service drivers. NES was able to meet these demands.

Through NES large numbers of women, including students, were recruited for temporary work at exhibitions and race meets. However, in the resort areas, particularly in the mountains, requests for female workers were filled for the most part by women from outside Alberta.

WINTER EMPLOYMENT CAMPAIGN

The 29 NES offices in the Prairie region conducted campaigns of varying intensity depending largely on local employment and climatic conditions. To assist NES personnel, 18 Winter Employment Campaign Committees were active. These groups of community-minded citizens representing municipal governments, Junior Boards of Trade, service clubs, unions, and employers gave freely of their time and were instrumental in promoting successful campaigns in most areas.

Substantial support was again received through the press. A total of 97 newspapers received 13,700 column inches of government-paid advertising. Sponsored newspaper advertising totalled 25,000 column inches; editorials, news items, and pictures totalled 5,000 column inches. There were 50 radio and 21 television stations participating in the campaign. Government-paid advertising amounted to 278 minutes and 1,111 spot announcements on radio and 197 minutes and 397 spots on television. Sponsored and public service time amounted to 1,500 minutes and 5,000 spots on radio and 550 minutes and 1,600 spots on television. There was a noticeable increase in the public service time allotted to the campaign by radio and TV stations.

The chairman of the Prairie Regional Employment Committee appeared on TV to speak on behalf of the campaign and several local office managers in the larger centres made similar appearances in this connection.

Clergymen co-operated in the promotion of the campaign by announcements from the pulpit and the inclusion of messages in their church bulletins.

Additional support of the 1964-65 campaign was obtained by extensive use of the available films depicting construction during the winter months. Calgary made good use of this method of promotion, showing the films at regular intervals during a home show to an audience of approximately 5,000 people.

The quantities of publicity material distributed, which included posters, leaflets, envelope stuffers and place mats, was considerably greater than last year. Two Winnipeg utility companies again publicized the campaign by including 250,000 stuffers and pamphlets with their monthly statements.

The municipalities of Fort William and Port Arthur used the postage meter ad plates on their outgoing mail during the campaign, thus carrying the message to many thousands in the Lakehead area. Postage meter ad plates were also used by all provincial government offices in Regina and also by the light and water departments.

The good volume of sales enjoyed by building supply houses and lumber merchants was directly attributed to that aspect of the campaign which urges the public to renovate their homes during the winter.

EMPLOYMENT COMMITTEES

The Prairie Regional Employment Committee met at Winnipeg on two occasions during the fiscal year—in September, 1964, and February, 1965. In addition to giving consideration to subjects related to the operation of the NES in the Prairie region, the committee submitted recommendations to the Commission on the provision of parking space for NES officers using their own automobiles for official duties, vocational training to increase the supply of skilled workers, regional office staff requirements for development and research and the further strengthening of the employment service staff and accommodation at local offices.

Eleven local employment committees were active in the Prairie region during the fiscal year. These were located at: Brandon and Winnipeg, Manitoba; Moose Jaw, Prince Albert, Regina and Saskatoon, Saskatchewan; and Calgary, Edmonton, Lethbridge and Medicine Hat, Alberta. The twin cities of Port Arthur and Fort William, in the northwestern portion of Ontario are served by the Lakehead local employment committee.

UNEMPLOYMENT INSURANCE

Local offices issued 4,053 coverage rulings, a decrease of 65 from the previous year. Head office gave 177 such rulings in respect of questions arising in the Prairie provinces, an increase of 50 over the 1963-64 figure.

During 1964-65, the total number of employers registered as employing insurable employees decreased by 555 to a total of 60,563. In contrast, the number of insured employees increased from 764,025 at March 31, 1964, to 793,161 at March 31, 1965.

The number of claims computed or recomputed decreased by 20,183 to a total of 189,333.

Post audit of 56,708 claims for benefit was conducted. The results disclosed that 1,080 claimants had made some form of misrepresentation with regard to earnings and unemployed status and overpayments amounting to \$49,956 were established. This amount is a decrease of \$15,671 from the previous year's total. In 589 cases, disqualifications reducing future entitlement were imposed on claimants and 54 claimants were prosecuted.

Local offices received 174,678 new applications for benefit, a decrease of 18,947 (9.8 per cent). Of this total, regular benefit was established for 118,014 (67.6 per cent), seasonal benefit for 39,304 (22.5 per cent); in 17,360 cases (9.9 per cent) the claimant failed to qualify for any benefit. Local offices made 1,076,046 individual payments, a decrease of 332,915 (23.6 per cent). Of this total 24,891 were cash payments and 1,051,155 were payments by benefit warrant.

There were 152,972 initial claims adjudicated on which claimants fulfilled the contribution requirements in the first instance. Disqualifications were imposed on 23,329 (15.3 per cent) of these claims. In addition 103,215 decisions were issued in respect of renewal claims filed during the currency of a benefit period, or on questions of entitlement which arose in the course of continuing claims, or on claims where it was subsequently established that the contribution requirements were fulfilled. Disqualifications were imposed on 26,966 (26.1 per cent) of these claims. There were also 3,891 cases where claimants were considered not eligible for such additional entitlement as the

dependency rate of a continuing claim. The 50,295 disqualifications imposed on claims on which entitlement had otherwise been established was a decrease of 3,742 from the previous year.

Applications to have claims antedated numbered 1,063, of which 455 were approved. Applications for extension of the qualifying periods numbered 3,079, of which 2,184 were allowed.

Boards of referees disposed of 4,250 appeals by claimants from decisions of insurance officers. Of this number, 328 (7.7 per cent) were allowed.

TECHNICAL SERVICES

INVESTIGATION

Total investigations carried out numbered 17,079 (18,850), the figures in brackets representing the total for the previous year. Of these, 3,524 (4,077) were cases of persons suspected of having made false statements in connection with their claims for benefit. Routine or spot check and miscellaneous investigations totalled 13,555 (14,773). There were 159 (196) prosecutions commenced against claimants and 28 (36) carried forward from the preceding year, resulting in 159 (192) convictions, three (10) withdrawals, three (2) acquittals, and 22 (28) awaiting results of trial. Fines imposed amounted to \$10,835 (\$13,630). There were 1,107 (1,622) cases in which penalties amounting to \$61,598 (\$93,755) were imposed, depriving the claimants concerned of future entitlement to benefits.

Prosecutions against employers for violations of the Act and Regulations were commenced in the same period in 104 (127) cases, and six (15) were carried forward from the preceding year, resulting in 92 (128) convictions, four (4) withdrawals, one (4) acquittal, and 13 (6) awaiting results of trial. Total fines imposed amounted to \$3,625 (\$4,707).

Production in terms of investigations carried out did not reach the level of the previous fiscal year mainly because a number of enforcement officers were assigned other duties for a time in connection with the registration program.

Total collections effected through judicial and extra-judicial proceedings from delinquent employers and claimants amounted to \$36,383.

AUDIT

Although the registration program engaged the whole field staff almost full-time during April, May and June, 59 per cent of the employers in the region were audited in the fiscal year.

The number of cases and amount of contributions found to be owing as a result of audit continued to increase and the amount outstanding at the end of the year was substantially higher than at the end of the previous year. This means that the auditors are becoming more and more involved in the time-consuming work of collection.

During the year, the auditors spent over 50 man-days verifying the accuracy of payments made to employers under the Older Worker Employment and Training Incentive Program and an equal amount of time in connection with the prosecution of employers for infractions of the Act and Regulations.

REPORT OF ACTIVITIES BY REGION

PACIFIC REGION

SERVICE TO INDUSTRIES

Primary Industries—Persistent rains and continuously low temperatures created growing and harvesting conditions throughout the region that were considered to be about the worst on record. Despite the adverse effect on quality and yield, however, total cash income from farm products was only slightly below the record high of 1962.

Because of the wet, cool weather, harvesting of the berry crops on the lower mainland and Vancouver Island presented many problems. Although a fair crop of strawberries was eventually taken off, raspberries suffered from a high incidence of mould which resulted in significant crop loss in some fields.

Harvesting of the heavy crop of blueberries began about mid-July and continued well into September. A severe frost in early September, however, followed by heavy rain, spoiled a large portion of the crop and reduced the yield below that of the previous year. The strong market would easily have absorbed any extra tonnage.

Unfavourable planting and growing conditions combined to reduce greatly the bean crop. Fields in low-lying areas suffered heavily from root rot and mould. Yields were poor and some crops were abandoned entirely.

A good crop of early potatoes was obtained in July and August and later varieties in September and October. Under favourable conditions, most of this crop would have been machine harvested but, because of soft ground, farmers had difficulty getting the machines into the fields and a high percentage of hand labour was required.

In the Okanagan, the cherry harvest got underway early in July and was in volume by the end of the month. Heavy rains during the harvest resulted in some loss from splitting but, despite this, yields were heavy and a crop of record proportions was harvested.

Peaches matured much later than usual; although the yield was good the quality was far below standard in colour and sugar content. A relatively smaller portion of this tree fruit was directed to the fresh fruit market and processors had to absorb far more than their normal commitments. Instructions to stop picking were issued by packing houses well before the end of the season and a good percentage of the peaches were left on the trees.

Grape production in the Okanagan continued to increase and the trend is expected to continue for many years. Some vineyards in the Kelowna area reported the best crops in their experience. Although many varieties of grapes are grown, practically the whole crop is shipped to wineries and virtually none to the fresh fruit market.

Apple production was down somewhat from the record crop of 1963, but normal in relation to over-all averages. The McIntosh variety was slow to

colour and size and picking did not get underway until several weeks later than usual. The Delicious apples, grown mainly in the south Okanagan, matured while the McIntosh apples were still being harvested, causing a tight labour situation. Working conditions in the apple orchards were very poor because of the persistent cold, wet weather, and many transient orchard workers became discouraged and left the area early.

Weather conditions caused vegetable growers in the Kelowna-Vernon area of the Okanagan to experience many frustrations and problems. This was particularly so in the case of tomato growers in the Vernon area. Under normal conditions, tomatoes mature in the summer months when students are available to harvest the crop. However, if maturity is late and coincides with the apple harvest, it is practically impossible to persuade adult labour to leave the orchards where they can earn much higher wages. In 1964, poor growing conditions delayed ripening of the tomato crop as much as two weeks. Rain and lack of sun also caused it to mature unevenly, making the picking time-consuming and less profitable to the picker.

Demands for experienced help by the dairy industry, which is centred chiefly in the Fraser Valley, remained far ahead of the number of persons qualified and available for this type of employment. A high level of more lucrative opportunities in other industries contributed further to the decline of persons interested in dairy work.

Generally, farm labour was in good supply, and, during the season, NES and farm labour officers employed under the Federal-Provincial Farm Labour Program recruited upwards of 40,000 workers for the industry. As in the past, the majority were employed harvesting berry crops on the lower mainland and Vancouver Island. Low wages, combined with poor working conditions, made the harvesting of some crops very difficult and created labour problems for some vegetable growers.

The Pacific region recorded a total of 41,089 placements during the period under review, in comparison to 41,351 during the previous year.

The logging industry maintained a high level of production and employment throughout the year in spite of the weather-caused layoff of some 12,000 loggers for over four weeks. Greater production brought about a corresponding increase in the total manpower requirements. In an effort to meet the present and expected demand for experienced loggers, the industry is organizing a school to train loggers. It is hoped to graduate about 500 men each year with a basic knowledge of the required skills.

Working closely with the logging industry, NES placed over 5,000 men in woods operations.

The total of fish landed in 1964 amounted to 712,300,000 pounds, valued at \$48,300,000. This was well above the 1963 catch and one of the better seasons on record.

Approximately 21,000,000 salmon were landed, 1,000,000 more than the previous year. The value and quantity of salmon landed was approximately 63 per cent of the total of all species of fish.

The highlight of the season was the heavy run of sockeye in the Rivers Inlet area. The catch of over 1,000,000 fish in this district exceeded pre-season estimates and was more than double the take on the Fraser River. Landings in

central and northern waters were considered the best in the past five years. The Fraser salmon run, although well above the season's expectations, was still far below average.

Herring landings were substantially below those of the two previous years. This was partially accounted for by the fact that the main herring fleet was tied up during the most productive part of the year because of a dispute between the industry and the Fishermen's Union over prices and working conditions. Prior to the stoppage, landings were well in excess of the previous year owing to a good run of herring and the fact that many seine boats and gillnetters fished herring all summer instead of diverting to salmon fishing, as they normally do. The quality of herring taken was well above average and the production of 5,400,000 gallons of oil was the highest in the past six years.

Landings of halibut by Canadian fishermen at British Columbia and United States ports were down from the previous year. Because of higher prices to the fishermen, however, the total value was little changed. Quotas in the 1965 season may be lower because of the reduction in the catch.

The whaling fleet operated with five catcher vessels. The total number of whales brought in far exceeded the catch in 1963 but a very high percentage of the smaller sei whales kept net returns to the whaler and the industry at approximately the same level. The fleet employs 60 persons at sea and 100 in the shore installations. A number of the whalers are recruited in Newfoundland through NES.

The unprecedented demand for minerals at consistently high prices enabled the mining industry in British Columbia to record another all-time high in the value of minerals produced. The estimated total of \$262,000,000 exceeded the 1963 output by \$5,000,000 and it is fully expected 1965 will see even further production gains.

One of the chief problems facing the industry is the scarcity of skilled help, particularly electricians, machinists, and millwrights. A major factor contributing to the shortage of tradesmen is the drain of persons with specialized skills to the higher paid jobs connected with the extensive hydro power developments under construction in the region.

During the past year, NES played an active part in recruiting labour for the mining industry. Qualified help was not always immediately available and clearance facilities were used extensively in the search for suitable workers.

New investment in the industry during the year was well over \$250,000,000 and it is expected this trend will continue over the next five years. Some 60 large and 200 small mining concerns are now active in British Columbia and the Yukon. These companies are spending in excess of \$15,000,000 a year and employing more than 700 prospectors and geological engineers in primary exploration and development. Claims staked in the region to September totalled 20,000 which was well in excess of the same period in 1963. It has been estimated that, in the next four years, 13 new mills will be established. They are expected to have a total daily capacity of 40,000 tons, nearly double the existing rate.

Although mining exploration and development was widespread in all parts of British Columbia and the Yukon, the northern and northwestern areas of the province were the main centres of interest. Discoveries of large deposits of high grade iron, copper, and molybdenum in those sectors attracted many large mining concerns and created considerable activity.

With respect to existing mines, maximum output was maintained by all copper producers throughout the year with the exception of a copper operation on Howe Sound which was closed for approximately six months because of a labour dispute. Output from the five British Columbia iron ore mines continued at capacity level and upwards of 200,000 tons of iron ore concentrates were shipped to Japan. The first shipment of ore from a mining and smelting company's mine at Pine Point was processed by the company's concentrator at Kimberley. The on-site concentrator at Pine Point is expected to be in operation some time in 1965. The \$55,000,000 necessary to finance construction of the development at Stewart, in northern British Columbia, was completed and initial construction was underway. In February, a snowslide of mammoth proportions destroyed most of the surface installations and equipment, and work was suspended until all danger of further slides was passed.

Construction on the two molybdenum properties in central British Columbia is well advanced and production is expected to begin in 1965. Several copper operations with a total capacity of 7,000 tons a day will also be brought into production during 1965 or early 1966.

Construction is well underway on the development of a major iron ore property in the Queen Charlotte Islands, and approximately 40,000,000 tons of ore reserves have been proven to date. An agreement has been signed with Japanese interests to ship annually 850,000 tons of iron concentrates and 33,000 tons of copper concentrates.

Manufacturing—The lumber, plywood, and pulp and paper industries, which account for over 50 per cent of factory shipments in the Pacific region, continued to lead in production and employment in manufacturing. The pulp and paper industry enlarged existing facilities and built new mills; in sawmills and the plywood industry, a great deal of expansion took place. As a result, in spite of major strikes which reduced production and employment in some sectors, employment in manufacturing was generally higher than in the previous year.

Through most of the year, there was a persistent demand for skilled tradesmen, especially machinists, mechanics, welders, and steel lay-out men. Some success was achieved in the recruitment of skilled personnel through the NES clearance system. The high educational and medical standards set by some manufacturing firms made job openings difficult to fill. Training courses, under federal-provincial government programs, resulted in the upgrading and placement of many applicants. NES also contributed materially in the recruitment of a number of on-the-job trainees for some of the larger manufacturers.

Construction—Job opportunities became more plentiful in 1964-65 and the labour force in the construction industry expanded by about seven per cent. Shortages of skilled tradesmen were prevalent throughout most of the year. Nearly 65,000 persons were directly employed in the construction trades.

Outstanding in the regional picture was the start of construction on the \$73,000,000 Portage Mountain dam on the Peace River. Coupled with this was the biggest pulp and paper mill boom the world has ever seen. New mills now being built will cost \$250,000,000 and present plant expansion underway accounts for an additional \$165,000,000.

Another significant development in the British Columbia economy was the ratification of the Columbia River Treaty. Under its terms, British Columbia

received a cheque for \$254,000,000 (U.S.) representing advance payment for providing downstream power benefits to the United States for 30 years. Three huge dams will be built on the Columbia that will regulate the flow of water across the border so that the maximum year-round use can be made downstream of the potential energy available in the water. Work has commenced on all three dam sites.

Many new mining developments came into being in 1964-65 and plant, concentrator, and townsite construction produced many jobs. The \$57,000,000 natural gas line from Chetwynd to Fort Nelson was completed during the year. New dwellings started increased by 41 per cent over the previous year. Multiple housing starts, mostly apartments, accounted for 40 per cent of new dwelling construction. In the Vancouver and Victoria areas, multiple dwellings outnumbered single housing starts by two to one.

Transportation, Storage and Communications—Practically all transportation facilities in British Columbia were expanded or extended during the year.

Freight handled on the British Columbia coast was up nine per cent while the volume of international freight increased by 23 per cent. During the year, British Columbia ports exported a record 228,000,000 bushels of grain. Two hundred and two million bushels were loaded at Vancouver, making this port one of the leading grain shipping centres in the world.

The British Columbia Ferry Authority brought two new ships into service between the mainland and Vancouver Island, and construction was started on a new \$6,000,000 ferry to connect the north end of Vancouver Island with Prince Rupert. Additional ferry service was also commenced between smaller coastal and Gulf Island ports.

With the exception of several comparatively small sections, the British Columbia portion of the Trans-Canada Highway is now finished. Completion of the \$30,000,000 Port Mann Bridge over the Fraser at New Westminster marked the opening of a multilane freeway from Vancouver to the upper Fraser Valley. Completion of two large tunnels in the Fraser Canyon also brought that section of the Trans-Canada Highway into full use. Work on the highway connecting Kamloops with Edmonton by way of the Yellowhead Pass is well underway and by spring all uncompleted sections will be under reconstruction.

The government-owned Pacific Great Eastern Railway is building a 100-mile extension to Fort St. James, and the feasibility of extending the line north to Fort Nelson is also under consideration. To cope with the booming pulp and paper industry in central British Columbia, the PGE is increasing the number of pulp chip cars in service from 60 to 190.

Over \$22,000,000 is being spent on a variety of programs in the port of Vancouver to expand bulk loading capacities, enlarge berthing facilities, and increase storage areas for railway cars.

Construction was completed on the \$57,000,000, 220-mile, 30-inch natural gas pipeline from Chetwynd to Fort Nelson; this will open up large natural gas fields in northern British Columbia. Proposals were also advanced during the year for the construction of two pipelines from Alberta to coastal points on the lower mainland to transport liquid petroleum products and hydrocarbons.

Public Utilities—Electrical power generated in British Columbia increased by 10 per cent over the previous year. No new generating units were brought

into production, but both the British Columbia Hydro Authority and a mining and smelting company are expanding existing facilities which will increase present generating capacity by 430,000 kilowatts. Preparatory work was begun at Kemano to expand output by 101,000 kilowatts. Work also began on the 500,000-volt transmission line from the Peace River dam site to the lower mainland. A mining and smelting company completed a 108-mile line from Spokane to Trail to fulfill an arrangement between the company and Bonneville Power Administration for an equal expansion of power.

Trade—Retailers and wholesalers reported record, or near record, sales. In 1964, retail trade in British Columbia showed an approximate 10 per cent gain over the previous year. The opening of new retail stores throughout the region provided several hundred women with full- and part-time employment. NES actively participated in the staffing of these outlets.

Generally, there was a surplus of applicants with little or no experience seeking full- or part-time sales work. However, there was a shortage of specialized sales people for such lines as ladies' ready-to-wear, drugs, jewellery, and shoes. Many women were hired to work as occasional staff on days, or evenings, when sales were expected to be heavy.

Finance, Insurance and Real Estate—Employment opportunities for office workers in banks, finance, and insurance companies remained steady, and NES continued to service requests for personnel to work in these fields.

In many parts of the region, vacancies for experienced bank tellers, clerks, stenographers, and bookkeeping machine operators were difficult to fill because of a shortage of interested applicants having the necessary education and experience. In Metropolitan Vancouver, some of the main branches opened data processing centres and existing staffs were trained in the new type of operation. Young men with at least Grade 12 education were in demand.

Life insurance sales rose 10.4 per cent during the period. In these firms, demand for experienced stenographers, typists, and clerk-typists, with specific knowledge of casualty, fire, and auto insurance policy writing, was greater than the supply. Openings for insurance salesmen were numerous but comparatively few applicants were interested in that type of work.

Loan and investment companies opened new offices in various parts of the province, resulting in increased orders for office personnel.

Many centres of the region reported improvement in real estate sales in comparison to the previous year. Commission salesmen were needed but the response from applicants was negligible. A limited number of calls were received from real estate firms for clerical help.

Service—In 1964, despite inclement weather during the summer months, the estimated value of tourism to British Columbia was \$167,500,000; this was 12 per cent greater than the previous record set in 1963. As a result of this expansion, many hotels, motels, and restaurants were built, providing more employment in the catering industry. Waitresses and cooks, especially short order cooks, were in great demand, and, owing to insufficient numbers of suitable applicants, difficulty was experienced in filling requests for them. However, in various parts of the province, under the Federal-Provincial Vocational Training Program, two-week courses were conducted for women

interested in working as waitresses or room maids. Graduates from these courses helped to alleviate the shortage, as did university students during the vacation period.

Employers were reluctant to hire inexperienced hairdressers, although at times there were not enough experienced operators to meet the need.

Household service workers for homes requiring them to live-in were continually in demand, but because of a lack of suitable applicants it was impossible to meet the need. Generally, however, no difficulty was experienced filling requests for day workers.

There was considerable activity in the recruitment of security officers for both federal and provincial governments. Through the use of NES clearance and newspaper advertising, a number of vacancies were filled.

Throughout the region, NES satisfactorily recruited 5,928 casual workers for the Post Office Department to assist with the Christmas mail, an increase of five per cent over the previous year.

EXECUTIVE AND PROFESSIONAL

In British Columbia in 1964-65, a combination of several favourable economic factors resulted in higher levels of production and income and created shortages in several executive and professional classifications. Technically-trained people, such as engineers, architects, and draftsmen were in great demand as were salesmen, especially technical and engineering, for a variety of service and industrial concerns. Insurance and mutual fund salesmen were also required.

Executive and professional placements in the region rose from 923 in 1963 to 1,084 in 1964, a gain of 17.4 per cent. Placements of university graduates rose from 44 to 99.

Student placement service to institutions of higher learning continued to expand. Three persons were added to the staff of the NES student placement office at the University of Victoria, and a full-time student placement service was inaugurated at the British Columbia Institute of Technology. In the fall of 1965, a student placement office will be opened at Simon Fraser University. The service to Notre Dame University at Nelson, B.C., may be expanded within a year. A new junior college is planned for Castlegar and the one at Prince George shows steady growth.

SPECIAL SERVICES

Youth—An intense program of co-operation with secondary school officials was maintained by NES during the year. Working in conjunction with community service organizations, it was possible to promote career counselling programs in the majority of local office areas. These programs varied from fairs to conferences and panel presentations and provided considerable assistance to students. Many appreciative comments were received. The career-fair type of program was the most popular because it was held in the evening when both parents and students could participate. Six hundred and thirty-three visits were made to schools for the purpose of addressing students to acquaint them with the world of work and the relationship between success in employment and education.

The annual "school leavers" program resulted in 7,121 students registering with NES for employment. This was an increase of 1,288 over 1963-64. Through the efforts of NES, 1,992 were placed in employment, an increase of 566 over the previous period; 519 found work after counselling and 318 decided to continue with their education after counselling.

Counselling interviews on behalf of youth totalled 35,732, an increase of 6,607 over 1963-64.

Vocational Training—Activity in the field of training continued to increase and a total of 3,323 persons started courses during the year. Of that number, 22.1 per cent were under 20 years of age, 65.9 per cent were between 20 and 44 years of age, and 10.4 per cent were over 45 years. Sixty-one per cent of the trainees were men. Trainees were directed or referred to 65 different courses, an increase of 12 over the previous year.

Testing—The Vancouver and New Westminster testing units administered 3,500 tests during the year, an increase of 302 over the same period in 1963-64. A total of 2,157 persons were given tests.

Handicapped—The efforts of special services officers resulted in a total of 2,248 handicapped applicants being placed in employment in the fiscal year. Extensive counselling was required in the majority of cases, and, as a result, the total number of counselling interviews rose to 47,890, an increase of 5,000 over the previous year. The assistance of the employment liaison officer working in conjunction with the Provincial Co-ordinator of Rehabilitation, resulted in the satisfactory solution of many problem cases. Local rehabilitation committees increased in number and were extremely helpful in resolving a number of problems relating to applicants in the community.

Veterans—A total of 4,941 veterans were placed in employment during the year. Much of the activity relating to veterans consisted of counselling older veterans seeking employment and also those enquiring about entitlement under DVA legislation.

There was also a substantial volume of work in connection with long-service members of the forces who were retiring and re-entering the civilian labour force. In general, ex-servicemen were readily absorbed into the labour force and problems of readjustment were few.

EMPLOYMENT OF WOMEN

Women made up 28.7 per cent of the labour force in 1964-65 and increased their numbers in it by 7.2 per cent from the previous year. A total of 62,460 women were placed in jobs, an increase of 6.8 per cent over the preceding year.

Employment opportunities for women were generally good throughout the year. Where special training or experience was required, there was frequently a lack of qualified applicants, whereas women with insufficient education and training found it difficult, and sometimes impossible, to obtain work.

The demand for women in professional categories increased. Nurses, both general and psychiatric, continued to be in greatest demand. The shortage of nurses lasted throughout the year and new arrivals referred by NES representatives in the United Kingdom were readily placed. Not all requests for physical and occupational therapists and social welfare workers could be met.

Employers hiring office personnel were increasingly insistent on high school graduation as a qualification. Experienced stenographers and typists were scarce and, at times, some vacancies remained unfilled. Generally the supply of clerical workers was surplus to requirements and those without typing ability experienced difficulty in finding employment.

Prior to the Christmas rush, NES placed 3,724 women in post offices in the Pacific region for casual employment in such clerical jobs as sorters and mail handlers. This was a seven per cent increase over the previous year.

The greatest number of opportunities for women was in the service industries. Vacancies for waitresses, short order cooks, hairdressers, and shirt-pressers could not always be filled.

Fruit and vegetable packing houses, canneries, and processing plants provided employment for many women. Through different methods of handling, more sustained activity developed and women who were previously hired for from six weeks to two months were employed for much longer periods. Fish canneries also employed considerable numbers of women during the year.

In the interior of the province, there were temporary shortages of cannery workers. Special radio, television, and newspaper advertising was undertaken by NES in order to interest local residents in what was considered an emergency. One cannery owner introduced four-hour shifts to accommodate housewives and students from the surrounding schools.

A shortage of experienced power sewing machine operators developed during peak seasons in the garment manufacturing industry. On the lower mainland, there was a steady demand for women for manufacturing industries and vacancies included both full-time and part-time jobs in various types of factories.

WINTER EMPLOYMENT CAMPAIGN

All of the 21 offices in the Pacific region participated in the Winter Employment Campaign to some extent and in 17 areas Winter Employment Campaign Committees were active in furthering the drive for sustained employment.

A total of 67 newspapers helped to promote the campaign. Government-paid advertising amounted to 7,400 column inches and sponsored advertising totalled 24,000 column inches. Government-paid radio time was 66 minutes and 338 spot announcements broadcast by 28 stations. There were nine TV stations participating on which government-paid time was six minutes and 103 spot announcements and public service time was 150 minutes and 400 spot announcements.

Local community organizations contributed greatly to the success of the campaign. It is noteworthy that during this past winter more local business firms included government slogans in their advertising than ever before.

In Courtenay, it was estimated that construction projects amounted to more than \$2,000,000 and provided employment for approximately 78 tradesmen.

In Duncan, 350 questionnaires were sent out by the committee in an endeavour to determine the results of the Winter Employment Campaign. It was learned that at least 34 workers were employed for 682 days.

Each member of the committee in Dawson Creek prepared a 30-second radio tape featuring some aspect of the campaign. These tapes were broadcast by the local radio station on a daily basis for a 30-day period.

An interesting development during the campaign in Vancouver was a project called the "Cinderella Story". The complete renovation of an older residence was undertaken through the efforts of the Winter Employment Campaign Committee and the Vancouver Junior Chamber of Commerce. The progress of this project was followed both editorially and pictorially by the *Vancouver Times* in a series of eight, 8-page weekly supplements. A special series of articles in the supplements gave advice to homeowners on home renovations and redecoration. The Vancouver Building Centre received renovation contracts totalling \$63,000 which it attributed to the Winter Employment Campaign.

The increase in winter construction and maintenance in the region meant steady business for paint stores and retail builders' supply outlets. This greatly helped to alleviate the seasonal unemployment often experienced by the employees of such firms in the past.

A study of local reports clearly indicates a growing pattern of property renovation and redecoration with resultant economic benefit to the community.

EMPLOYMENT COMMITTEES

The Pacific Regional Employment Committee was not re-activated at the beginning of the fiscal year, and therefore held no meetings.

Eight local employment committees were active during the fiscal year. These were located at: Chilliwack, Kelowna, Nanaimo, New Westminster, Prince George, Prince Rupert, Trail, and Vancouver.

UNEMPLOYMENT INSURANCE

Local offices issued 2,366 coverage rulings, a decrease of 32 from the previous year. The 134 rulings issued by head office in regard to questions arising from this region was an increase over the previous year of 18.

There were 37,694 employers registered as employing insurable employees at March 31, 1965. This was an increase of 936 over the previous year. The number of insured employees increased by 11,311 to 477,275.

Claims computed or recomputed totalled 160,095, an increase of 3,596.

A post audit of 35,839 claims was conducted. The post audit disclosed that 1,161 claimants had made misrepresentations with resultant overpayment of benefit. The amount of overpayment disclosed by the post audit program was \$33,965, this being \$12,226 less than the previous year. Disqualifications reducing future entitlement to benefit were imposed on 465 claimants and 17 others were prosecuted.

A total of 146,628 initial claims were processed, an increase of 4,143 (2.9 per cent). This was the only region showing an increase in respect of initial claims filed during the year under review. Of initial claims, 100,031 (68.2 per cent) were established for regular benefit, 29,688 (20.3 per cent) were established for seasonal benefit, and 16,909 (11.5 per cent) failed to qualify for any type of benefit.

A total of 803,299 individual payments were made, a decrease of approximately 5.7 per cent. Of this total, 376,433 were cash payments and 426,866 were payments by benefit warrant.

There were 124,705 initial claims adjudicated on which claimants fulfilled the contribution requirements in the first instance. Disqualifications were imposed on 21,175 (17 per cent) of these claims. In addition, 94,970 decisions were issued in respect of renewal claims filed during the currency of a benefit period, or on questions of entitlement which arose in the course of continuing claims, or on claims where it was subsequently established that the contribution requirements were fulfilled. Disqualifications were imposed on 22,564 (23.8 per cent) of these claims. There were also 4,448 cases where claimants were considered not eligible for such additional entitlement as the dependency rate on a continuing claim. The 43,739 disqualifications imposed on claims on which entitlement had otherwise been established was an increase of 322 over the previous year.

During the year under review, 709 applications to have claims antedated were received, of which 313 were approved. Applications for extension of the qualifying period numbered 2,667, of which 2,230 were allowed.

Boards of referees disposed of 3,096 appeals by claimants from decisions of insurance officers. Of this number, 315 (10.2 per cent) were allowed.

TECHNICAL SERVICES

INVESTIGATION

During the fiscal year, there was an increase in the total number of investigations carried out as compared to the preceding fiscal year. A total of 14,247 investigations were carried out; of these, 2,232 dealt with persons who were suspected of having made false statements in connection with claims for benefit, 10,084 were investigations of a routine or spot check nature, and 1,931 were miscellaneous investigations.

Although the number of investigations concerning persons suspected of having made false statements in connection with claims for benefit was down fractionally from the preceding fiscal year, miscellaneous investigations increased substantially. This was owing, in part, to the follow-up program arising out of the registration.

Three enforcement officers were engaged on temporary duty in connection with the registration program up to the month of June, 1964. During a substantial portion of the fiscal year, all enforcement officers were engaged in a follow-up program in this connection; arising out of these investigations, 18 prosecutions were satisfactorily completed.

As in the past, the field staff operated at less than normal strength for a portion of the year, by reason of resignations and transfers of two field staff members.

A large number of reports of employer infractions received from the audit branch were serviced. Service was also afforded to the audit branch and the regional claims division regarding necessary collection action by means of both garnishment and Exchequer Court proceedings.

AUDIT

In addition to 7,703 investigations in connection with the registration program for assigning Social Insurance Numbers to persons engaged in insurable employment, the auditors completed audits of 48 per cent of the employers in the region.

Overdue contributions continued to be a problem with bankruptcies continuing to form the largest category of unpaid accounts.

The auditors made 13 local office cash counts, 35 court appearances in connection with employer infractions, and spent 634 hours assisting local offices during periods of heavy claim load.

Auditors from New Westminster and Vancouver were loaned for extended periods to areas in the interior where it has not been possible to fill audit vacancies.

During the summer, audits were done up the Alaska Highway as far as Whitehorse.

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Ottawa, Canada

1966

EMPLOYMENT INSURANCE COMMISSION

v. Doc.

(TWENTY-FIFTH ANNUAL) REPORT

25
1966

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ROGER DUHAMEL, F.R.S.C.
Queen's Printer and Controller of Stationery
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CANADA

UNEMPLOYMENT INSURANCE COMMISSION

September 12, 1966

To the Honourable John R. Nicholson,
Minister of Labour.

SIR,

We have the honour to submit for the information of Parliament the Twenty-Fifth Annual Report of the Unemployment Insurance Commission, covering the period from April 1, 1965, to March 31, 1966.

The report is prepared in compliance with subsection (1) of Section 95 of the Unemployment Insurance Act.

Respectfully submitted,

A handwritten signature in cursive script, reading "L. P. White".

CHIEF COMMISSIONER

A handwritten signature in cursive script, reading "J. B. Ward".

COMMISSIONER

A handwritten signature in cursive script, reading "Morris L. Hay".

COMMISSIONER

UNEMPLOYMENT INSURANCE COMMISSION

ANNUAL REPORT OF ACTIVITIES FOR FISCAL YEAR ENDING 31 MARCH, 1966

Introduction

This is the first report of the Unemployment Insurance Commission since the duties associated with the administration of the National Employment Service were transferred to another department. The report is therefore confined to a description of the Commission activities in the 1965-66 fiscal year in connection with its unemployment insurance programme, since this now represents its complete responsibility.

The change in responsibility of the Commission made it necessary to develop plans for modifying its organizational structure. This will involve a major adjustment to the Unemployment Insurance Commission and considerable progress was made during the year in developing the principles and system under which it will operate in the future. In view of the magnitude of the task, however, it will be some time before this work is finished.

In keeping with its policy of offering continually improving and more efficient service to the public the Commission gave continued emphasis during the year to improving its methods and procedures. Of primary importance in this regard was the final elimination of all cash payment in all offices. All claimants can now receive unemployment insurance benefit using the facilities of post offices, thereby eliminating the requirement to report in person for this purpose at a local office. The public reaction to this method of payment has demonstrated that the system is a complete success.

During the year the Unemployment Insurance Commission was assigned responsibility for the administration of another important income support known as Transitional Assistance Benefit. This is a plan whereby workers who are displaced from their employment by the Canada-U.S. Agreement on Automotive Products may be given financial assistance in addition to that provided by unemployment insurance during the period required to adjust to the new employment conditions.

With the transfer of the National Employment Service to another department, the matter of liaison in respect of the employment and insurance functions required increased attention. Some questions have been resolved and the work in this connection is continuing.

The steady improvement in the Canadian economy is reflected in unemployment insurance statistics. The number of active claimants on the last day of each month reached a peak of 530,450 in February 1966; this was a decrease of 28,784 from the peak month of 1965. Ordinary benefit payments amounted to \$238,280,707 and seasonal benefit payments totalled \$59,532,542; as compared to the previous year these were decreases of 10.3% and 14.2% respectively. The balance in the Unemployment Insurance Fund as at 31 March, 1965 was \$141,483,169, up \$100,986,406 over the previous year.

The continued high level of employment in Canada during the year was reflected in an increase in contributions to the Unemployment Insurance Fund and in a decrease in the number of applications for benefit and in the amount of benefit paid. The percentage of unemployed in the labour force was 4.8 in March 1966 (its lowest level since 1956), compared to 5.6 in March 1965. Seasonally adjusted, the unemployment rate in March 1966 was 3.3 per cent of the labour force. All five regions of the Commission shared in this reduction.

The number in the labour force totalled approximately 7,162,000 in March 1966, which was 254,000 higher than in March 1965. However, the number of unemployed in March 1966, decreased by some 46,000 to an estimated 341,000, of which 285,000 were men and 56,000 were women. The largest year-to-year decrease in unemployment was amongst men 25 to 44 years of age. Approximately 234,000 (69 per cent) of the total unemployed in March 1966, had been out of work for less than four months while the remaining 107,000 had been unemployed for four months or more.

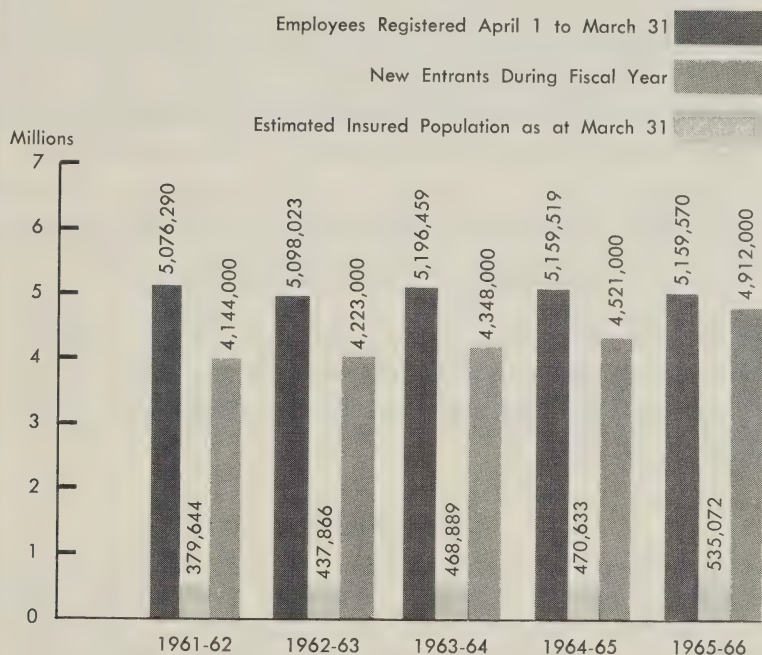
Coverage

The basic criterion of coverage under the Unemployment Insurance Act, is employment under a contract of service, that is, the usual relationship of employer and employee. Nevertheless, a number of employments, although performed under a contract of service, are specified as excepted employment; for example, employment at a fixed salary exceeding \$5,460 a year, employment in agriculture, in the Armed Forces, or as a teacher. Many borderline cases, therefore, have to be determined, especially concerning the existence of a contract of service.

During the year the number of inquiries on coverage received from the public and which required the issuing of rulings by an officer of the Commission was 31,312, compared to 28,792 in the previous year. Head Office coverage division corrected or amended 212 rulings issued by Commission officers. It also replied to 1,977 inquiries of a general nature from the public, compared to 1,924 in the previous year.

During the year, 45 applications were received for formal decisions by the Commission of which two were withdrawn before a formal decision was issued. Of 41 decisions given by the Commission, 38 confirmed the ruling given by officers of the Commission while in three cases rulings by officers of the Commission were reversed or amended.

REGISTRATION OF EMPLOYEES



Registration of Insured Employees, by Provinces	1964-65	1965-66
Newfoundland	109,665	95,376
Prince Edward Island	18,864	20,414
Nova Scotia	156,998	172,823
New Brunswick	177,473	174,215
Quebec	1,643,672	1,616,267
Ontario	1,832,028	1,851,334
Manitoba	254,644	236,592
Saskatchewan	144,291	136,342
Alberta	344,609	347,296
British Columbia	477,275	508,911
Canada	5,159,519	5,159,570

Seven Commission coverage decisions were appealed to the Umpire and one was referred to the Umpire by the Commission. The Umpire gave decisions on thirteen such appeals, allowing four and dismissing nine. One other decision was given by the Umpire on a case referred to him by the Commission. The Umpire held oral hearings in two of the coverage cases.

Hospitals and charitable institutions that are not operated for the purpose of gain are not compelled to insure their employees but may elect to do so with the concurrence of the Commission. 195 charitable institutions and three hospitals did so during the year. Approximately 1,000 employees were given unemployment insurance coverage by those consents. Sixteen charitable institutions withdrew existing consents. Nineteen municipalities elected to insure members of their police forces while 23 other municipalities withdrew coverage from members of their police forces.

One legislative change in coverage was made during the year which affected barbering and hairdressing establishments. It was becoming increasingly difficult to determine the real contractual status of many persons working in these establishments, on account of the prevalence of so-called leasing arrangements regarding chairs, space and equipment. A regulation was made which defined every person working in such an establishment, except the proprietor, as an insured person, whether or not the employment was under an actual contract of service. Under the regulation the proprietor was deemed to be the employer for purposes of keeping records and handling the contributions.

Contributions

The Contributions Division determines and develops methods and procedures to be used by employers in making contributions, computes claims to determine the rate and duration of benefit and is responsible for the safekeeping of all contributions records. Furthermore, the assignment of Social Insurance Numbers and the issuance of Employers' Registration Numbers is controlled by the Contributions Division, which maintains up-to-date records both numerical and alphabetical of all such registrations.

Social Insurance Numbers assigned to employees entering insurable employment for the first time, increased over the previous year from 470,633 to 535,072, or by about 14 per cent. However, the estimated number of employees who worked in insurable employment sometime during the year remained fairly constant, increasing by only 51, to 5,159,570. An illustrated chart "Registration of Employees" (see page 5) shows comparative figures of the number of persons in insurable employment from 1961-62 to 1965-66.

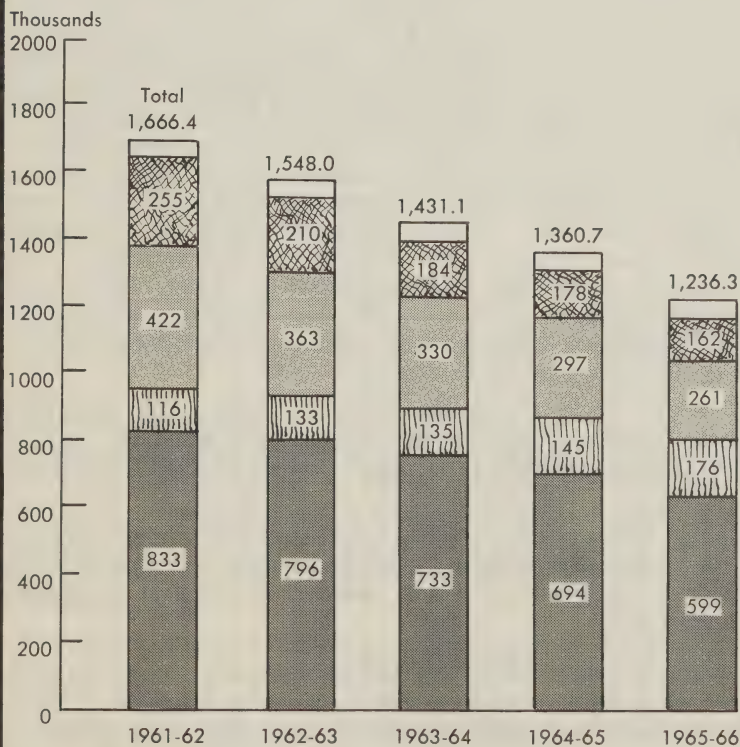
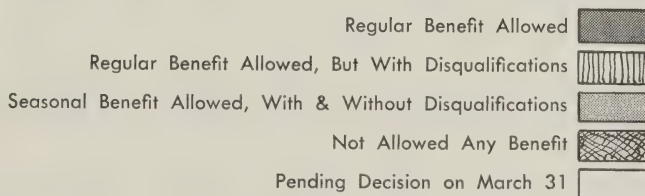
Contributions for employers, employees and the government once again showed an increase over the previous year by \$21,080,905 (approximately 5.7 per cent) to a total of \$393,982,436. This increase is attributable to the higher level of employment and to the reduction of unemployment since the number of insurable employees remained comparatively stable.

The number of employers registered with the Commission as employers of insurable employees increased during the year, and at 31 March, 1966, numbered 345,063. This is an increase of 4,175 over the previous year or about 1.2 per cent. The table following shows that the number of employers who are being authorized to pay contributions by the bulk payment method

continues to increase. During the year there were 1,649 such permits granted, an increase over the previous year of 377, or almost 30 per cent.

Many of the larger employers are now considering more efficient methods of maintaining payroll records, using the latest data processing equipment. The Commission is making a study of its contribution methods

STATUS OF CLAIMS



and techniques so that the most up-to-date methods can be introduced into the system. There are now 13,937 employers making contributions by the bulk payment method, or about 4 per cent of all registered employers, covering 53 per cent of the insured population.

EMPLOYERS USING BULK PAYMENT METHOD OF CONTRIBUTIONS

	1961-62	1962-63	1963-64	1964-65	1965-66
Permits granted	1,444	1,369	1,225	1,272	1,649
Subsidiaries included.....	210	237	229	222	195
Cancellations.....	416	439	428	379	434
Permits in Force at 31 March.....	10,102	11,032	11,829	12,722	13,937
Increase.....	11%	9%	8%	8%	10%

There were 1,348,425 claims computed or recomputed during the year, a decrease of 88,116, or about 6 per cent, from the previous year.

For the second consecutive year the Commission was involved in a major registration of persons who are either employed or self-employed. By the end of March 1965 some 6,300,000 persons had been assigned Social Insurance Numbers. In the majority of cases these persons were employed in insurable employment and required social insurance numbers for the purpose of recording unemployment insurance contributions. However, there were approximately one million voluntary registrations in anticipation of the implementation of the proposed Canada and Quebec Pension Plans. When the Canada Pension Plan became law in 1965, the Commission was responsible for assigning social insurance numbers to all persons who would be required to contribute to it and had not yet been assigned a social insurance number. This was a major undertaking, since the Commission had no record of these persons in its files and the time available for the assigning of such numbers was limited. By 31 December, 1965, social insurance numbers had been issued to most of the working population and to many who applied on a voluntary basis. At 31 March, 1966, 8,600,000 social insurance numbers had been assigned.

Central Index, which is responsible for the issuance and control of social insurance numbers and employer registration numbers, received 1,100,000 referrals and inquiries, an increase of approximately 750,000 over the previous year.

During its second year of operation, the Central Index fully established itself under its permanent system. In a relatively short period it has been able to provide a completely new and effective service that is essential in public administration.

Claims Operation

The decreasing trend in the past few years in the amount of benefit paid, in the number of individual payments made and in the number of claims processed, continued through the year under review.

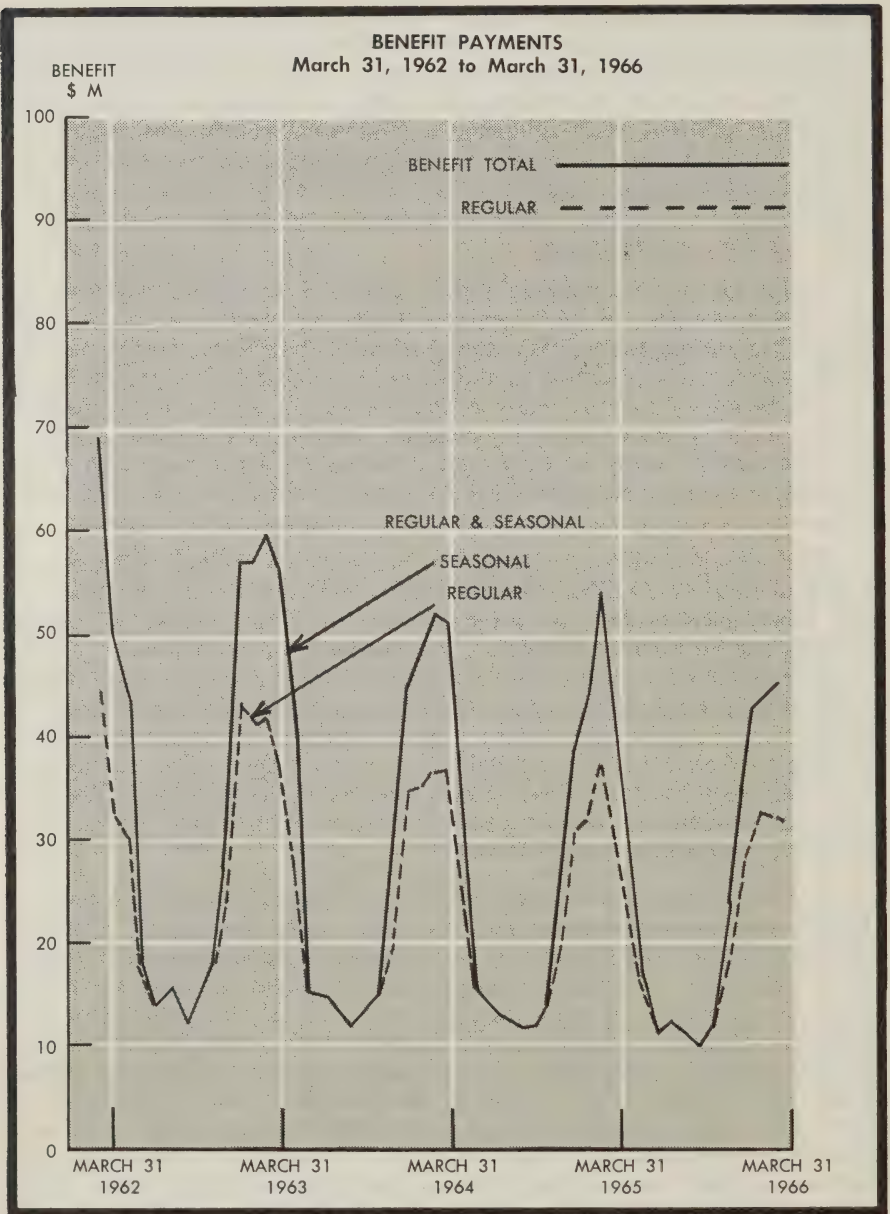
During the year there were 1,198,342 initial claims processed, a decrease of 115,639 or 8.8 per cent from the previous year. Entitlement to regular benefit was established for 805,691 claims representing 67.2 per cent of the total initial claims processed; this was comparable to 66.2 per cent for the previous year. Entitlement to seasonal benefit was established for 271,259 claims, or 22.6 per cent of the initial claims processed, as compared with last year's figure of 308,307 or 23.5 per cent. The remaining 10.2 per cent or 121,392 claims were those from persons who failed to qualify for any type of benefit.

Offices of the Commission made 7,045,533 individual payments to claimants, a decrease of 17.9 per cent from the previous year; of these 1,058,522 were made by cash and 5,987,011 payments were made by benefit warrant. The decrease in the number of individual payments made was due mainly to the decrease in the number of claims filed. Another reason for the decrease was the changing over of the remaining offices that were paying weekly by cash, to the bi-weekly postal payment system. The total value of payment was \$297,813,249 as compared to \$335,030,187 last year.

The discontinuation of payment by cash and the extension of payment by mail to embrace all offices brought about changes in the organization and work flow which in turn produced a more efficient handling of benefit payments and an improved service to the claimant. Benefit claimants are no longer required to attend at the local office each week to receive benefit as the benefit warrant is prepared every other week and mailed to each claimant. Space is no longer necessary in the offices to accommodate persons reporting to receive benefit and claimants are no longer subject to periods of waiting in offices to receive their payments as in the past. This new method of payment has been extremely well received not only by claimants but by the Commission's staff as well.

Renewed emphasis was placed on the programme of periodic interviews. Through this procedure the claimant's right to the continued receipt of benefit is examined and the office is also afforded an opportunity of reviewing with the claimant the conditions which must be fulfilled in order to receive benefit. As a means of regulating the frequency of such interviews, the assignment of specific categories was introduced to assist in the selection and scheduling of interviews. Improved selectivity and the increased significance given to periodic interviews has brought about an increase in effectiveness. During the year a total of 148,067 interviews were conducted, an increase of 35,308 interviews or 31.3 per cent over the previous year. This was achieved notwithstanding the decline in the number of active claims throughout the year.

Activity in respect of the post audit programme has also shown increased effectiveness over the previous year. By means of this programme a portion of those claims that terminate during the year are audited to determine if earnings have been properly declared during periods when the claimant was in receipt of benefit. The number of claims audited during the year



was 453,054 compared with 367,873 claims audited in the previous year. The post audit programme revealed 13,646 claims where a discrepancy in the declaration of earnings was involved. This represents 3.0 per cent of the total claims audited as compared with 2.7 per cent in the previous year. The total amount of overpayments established as a result of post audit

investigations was \$443,203. Punitive action was taken in 7,734 cases by the imposing of disqualifications and prosecution was undertaken in a further 624 cases.

A number of procedural changes were introduced during the year, each designed to improve the effectiveness of the insurance operation. An important feature in the evaluation of the applicant's entitlement and the establishment of a claim for benefit is the confirmation provided by the employer concerning the conditions of separation from employment. Measures were taken to impress upon employers the importance of such information to the Commission and of the need for prompt and accurate returns. Employers delinquent in providing the Commission with this essential information are now being advised of the importance of the information requested and their co-operation solicited in this regard.

In conjunction with the change from payment by cash to payment by mail, a mechanized Unit Record System of payment was installed in the offices in the metropolitan area of Montreal and in the Vancouver and New Westminster offices. These offices, which primarily serve an urban population, experienced not only the advantages gained through a system of payment by mail but they also benefited from the improvements in operation techniques resulting from the use of mechanical equipment in the processing of benefit payments. These advantages, in turn, permit the office to provide a prompt and efficient service to those in receipt of benefit.

In an endeavour to find means of improving internal organization and control, measures were taken to improve the maintenance of files and in particular the accessibility of documents. An experimental procedure was introduced in four offices, utilizing a colour code system of filing. The results of this experiment have been most favourable and plans are now under way to extend this system to all the larger offices. In addition to the change in the method of filing, a change will also be made to more modern filing equipment.

Measures were taken to centralize the accounting and redemption of benefit warrants through the Cheque Adjustment Division of the Comptroller of the Treasury in Ottawa. Formerly, this was the responsibility of the District Treasury Office located at each regional headquarters. The development of this procedure eliminated, to a great extent, the manual processing associated with this operation as it permitted the use of electronic equipment for accounting purposes and for the compilation of statistics.

For many years, offices of the Commission have been responsible for payment of allowances to certain recipients under the War Veterans Allowance Act. The marked decrease in the number of recipients receiving allowances under this provision in the last few years resulted in an amendment in the legislation, whereby responsibility for payment of these allowances was returned to the War Veterans Allowance administration.

Unemployment insurance officials, in co-operation with the Department of Labour, assisted in the formulation of regulations and were responsible for the development of the system and procedures for the payment of

Transitional Assistance Benefit to workers laid off as a result of the Canada-U.S. Agreement concerning the manufacturers of automotive products. The Commission was given responsibility for the determination in respect of the qualifying conditions and the rate and duration of Transitional Assistance Benefit to be paid on each claim, as well as the actual payment itself. Following the development of procedures, training schools were conducted for the personnel of the offices located in those areas where a volume of claims was anticipated. During this fiscal year a total of 365 claims were taken and processed to determine the applicant's eligibility for Transitional Assistance Benefit involving the payment of \$3,874.

Similar assistance was provided to the Department of Fisheries in the administration of Emergency Assistance during the winter months to fishermen who had experienced catch failures during the 1965 fishing season. Although responsibility for payment of Emergency Assistance was that of the Department of Fisheries, the Commission agreed to supply the department with information to assist in determining those eligible for this Emergency Assistance.

Adjudication

The Commission's adjudication division exercises functional supervision over a staff of specially authorized field officers, numbering some 500, in whom is vested the authority to decide all questions in connection with claims for benefit under the Unemployment Insurance Act. In its administration, it is responsible to ensure that the benefit provisions of the Act are correctly applied in accordance with the recognized principles and the jurisprudence established by previous decisions of the Umpire, and to develop uniformity of application of these provisions throughout the organization. This division also exercises control over the quality of work in connection with the preparation of claims for adjudication by various officers in the field offices. In addition, the division has certain administrative responsibilities with regard to the work of boards of referees and the handling of appeals to the Umpire. It evaluates the membership and activities of boards of referees, taking appropriate action when necessary; it studies the decisions of these boards, and appeals those to the Umpire that it is considered should be subject to further review, and it prepares and conducts appeals to the Umpire.

During the year, the decrease in the number of claims filed was reflected in a reduction in the number of claims which required adjudication. Despite this, however, the proportion of claims on which questions of entitlement arose was somewhat greater than for the previous year. This is, in part, due to continuing emphasis on the determination of eligibility, and also to a change in procedure whereby a decision of an insurance officer is now required on certain questions formerly settled by agreement between the claimant and the local office. The result of these adjudications was an increase, in comparison with the previous year, in the number and in the ratio of disqualifications affecting all types of claims, (i.e. initial, renewal and continuing claims). There was a marked decline in the number of appeals to boards of referees and to the Umpire.

The number of initial claims adjudicated, on which claimants fulfilled the contribution requirements in the first instance, was 1,036,102. Of this total, 838,657 (80.9 per cent) were allowed with no disqualification and disqualifications were imposed on the remaining 197,445. There was a decrease of 99,829 (8.8 per cent) in the total number of initial claims adjudicated in comparison with the previous year.

An additional 746,686 decisions were issued on renewal claims filed during the course of a benefit period, or on questions of entitlement which arose in the course of continuing claims, or on claims where it was subsequently established that the contribution requirements were fulfilled, having failed in the first instance. Of this number, 540,322 (72.4 per cent) were allowed with no disqualification, and disqualification was imposed on 206,364 claims. A further 37,059 claimants were considered not eligible to such additional entitlement as a dependency rate on a continuing claim. The total number of decisions on renewal and continuing claims decreased by 113,242 (12.6 per cent) in comparison with the previous year.

The total number of disqualifications imposed on claims on which entitlement had otherwise been established was 403,809, an increase of 31,018 (8.3 per cent) over the previous year. The disqualifications were effective for varying periods — from the date the claim was made or during the life of the claim. The principal reasons for disqualification and the number of claims affected were as follows: 94,025 claimants were not available for work; 94,067 voluntarily left their employment without just cause; 43,190 failed to make their claims for benefit in the prescribed manner (including neglect to lodge insurance book); 16,716 punitive disqualifications were imposed by reason of false statements or misrepresentations; 74,621 were disqualified because of the determination and allocation of earnings; 17,779 refused offers of suitable employment; 4,030 failed to comply with a written direction given to assist them to find suitable employment; 17,056 lost their employment due to misconduct; and 10,894 were disqualified for having lost their employment by reason of a stoppage of work attributable to a labour dispute. The remaining 31,431 disqualifications were imposed for such reasons as the claimant being not unemployed, not capable of work or having ceased work by reason of illness.

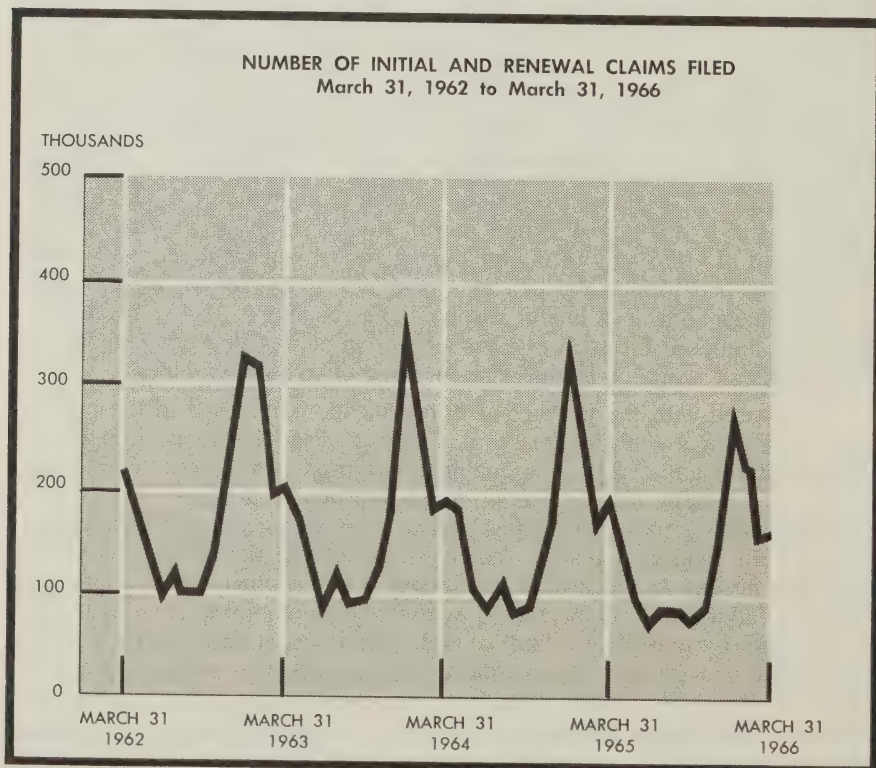
Compared with the number of disqualifications imposed in the previous year, there was a slight decrease of 1,048 in disqualifications imposed for non-availability and of 848 in disqualifications imposed for loss of employment due to misconduct. There was a more substantial decrease of 3,520 in disqualifications imposed for refusal of an offer of suitable employment and of 4,447 for failure to make a claim for benefit in the prescribed manner (including neglect to lodge insurance book). On the other hand, disqualifications for failure to comply with a written direction given for the purpose of assisting a claimant to find suitable employment increased by 1,525; disqualifications for having voluntarily left employment without just cause increased by 2,087; disqualifications because of the determination and allocation of earnings increased by 33,684; and disqualifications for loss of employment by reason of a stoppage of work attributable to a labour dispute

increased by 3,856. The number of disqualifications imposed on other grounds remained substantially equivalent to the number of such disqualifications imposed in the previous year, notwithstanding the decline in the number of claims adjudicated as compared with the previous year.

Applications to have claims antedated numbered 6,283 (an increase of 209 over the previous year), of which 2,936 (46.7 per cent) were approved and 3,347 (53.3 per cent) disallowed. Applications for extension of the qualifying periods, for reasons such as the claimant having been self-employed, having worked in non-insurable employment, or being incapacitated for work numbered 19,941 representing a decrease of 1,932 from the previous year. 14,859 (74.5 per cent) of these applications were allowed.

Boards of referees considered 19,125 cases pursuant to appeals made by claimants against decisions given by insurance officers which was a decrease of 3,437 cases, compared with the previous year. The appeals were allowed in 1,929 (10.0 per cent) cases, and the insurance officers' decisions upheld in the remainder. In addition, insurance officers referred two cases to boards of referees for decision; of these, one was allowed and a disqualification was imposed in the other case.

The adjudication division reviewed and prepared, for submission to the Umpire, the appeals filed with him during the year. Where necessary



in connection with any appeal, the division also prepared and submitted briefs, reviewing the material facts and the appropriate entitlement principles and jurisprudence, for consideration by the Umpire in making his decision. The Umpire disposed of 103 appeals, a decrease of 47 as compared with the previous year. Of the appeals decided, 90 were made by claimants and their associations, a decrease of 36; and 13 appeals were made by insurance officers, a decrease of 11 as compared with the previous year. The Umpire upheld the appeal of the claimant or his association in 30 cases, and that of the insurance officer in 11 cases. The remaining 62 appeals were dismissed. The adjudication division reviewed the suitability of the summaries prepared for each of the decisions of the Umpire and selected for publication those decisions establishing new guidelines or jurisprudence.

During the year, the division prepared for release to the public the amendments to the "Digest of Benefit Entitlement Principles", which resulted in the updating of the jurisprudence on questions of entitlement to benefit, based on the effect of the decisions made by the Umpire, during the period elapsed after the publication of the previous Digest and prior to the month of July 1966.

Agreements With Other Countries

During the year there were 3,351 interstate claims filed against various states of the United States by persons residing in Canada who had formerly been employed in the United States. On the other hand, 1,845 claims were filed against Canada by persons residing in the United States who had formerly been employed in Canada.

The interstate claims are dealt with in accordance with the reciprocal agreement that has been in force since 1942 between the Governments of Canada and the United States. Subscription to this arrangement is optional by each state. Alabama, Iowa, Maine and New Hampshire are the only states that are not participating in this reciprocal arrangement. Canada has not made a reciprocal agreement with any country other than the United States.

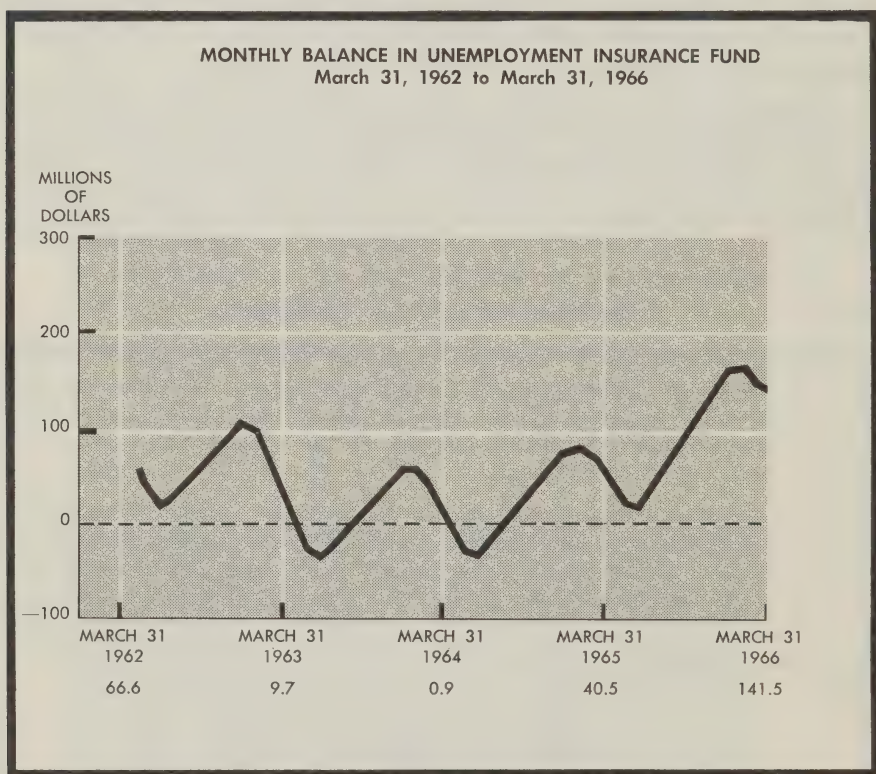
Unemployment Insurance Fund

The balance in the Unemployment Insurance Fund at March 31, 1966, was \$141,483,169. A year previous the balance in the Fund was \$40,496,763. Each month during the year showed an increase in revenue compared with the corresponding month of the previous year. The total net revenue received during the past year amounted to \$398,799,655, an increase of \$23,984,524 over the previous year. Contributions made by employers and employees amounted to \$328,318,697 (82.3 per cent), the Government added \$65,663,739 (16.5 per cent) and \$4,817,219 (1.2 per cent) was received from penalties and interest on investments.

The amount of benefit paid each month was less than the corresponding month of the previous year. Total benefit payments for the year amounted

to \$297,813,249, a decrease of \$37,216,938 from the previous year. Ordinary benefit payments amounted to \$238,280,707 (down \$27,379,355) and seasonal benefits were \$59,532,542 (down \$9,837,583). Although benefit payments exceeded revenue during the months of April and May, 1965, and February and March, 1966, nevertheless for the year as a whole there was a net increase of \$100,986,406 in revenue over benefits paid.

The accompanying diagram compares annual revenues and expenditures for the year from 1961-62 to 1965-66. (see page 19).



Technical Services

Investigation

In February 1966, 15 new enforcement officers positions were added to the enforcement establishment making a total of 149 field officers across Canada. These positions were in the process of being filled at the end of the year. Having consideration for these vacancies, plus those caused by turnover, the effective field staff as at March 31st totalled 124 officers, many of whom were recent additions to staff. This enforcement staff was located at 87 centres across Canada.

Considering the staffing problem encountered during the past year, together with new programmes of investigation which were undertaken by the Investigation Division, the number of investigations completed compared favourably with those completed during the previous year. There were 108,004 investigations completed during the past year, of which 24,910 were suspected false statements and 83,094 were spot check or miscellaneous investigations. The average effective strength was 107 officers, giving an average yearly production per officer of 1,009.3 investigations. During the past year 2,153 prosecutions were commenced, which represented an increase of 62% over the previous year. Penalties were imposed in 8,844 cases, which represented a slight decline over the previous year.

As a result of the investigations completed, overpayments of \$1,207,272 were established. Statutory penalties imposed under Section 65 of the Act totalled \$391,660, and fines imposed in cases taken to prosecution was \$120,362. Fines imposed on employers for infractions investigated by enforcement officers totalled \$1,920. Total of overpayments, disqualifications, and fines from the work performed by enforcement officers amounted to \$1,721,214. During the year, enforcement officers appeared in court in 2,153 prosecutions.

Proceedings against employers increased from 890 in the past year to 1,494 in the present year, being an increase of approximately 68%. Seventy-five of these prosecutions were undertaken by enforcement officers and the remainder by auditors.

Attached as Appendix V of this report is a statistical summary of investigations completed by the Division during the year. Attached as Appendix VI is a statistical summary of prosecutions undertaken during the same period against claimants and employers. In addition to the legal action recorded in Appendix VI, there were 13 prosecutions instituted under the Criminal Code, all of which were successful.

Comparative figures for the past three years with respect to penalties imposed under Section 65 of the Act, prosecutions undertaken against claimants, and prosecutions undertaken against employers, are shown on the following table:

	1963-64	1964-65	1965-66
Penalties imposed on claimants under Section 65 of the Act	*19,655	10,046	8,844
Prosecutions Undertaken (claimants)	1,773	1,304	2,017
Prosecutions Undertaken (employers)	1,314	831	1,404

*The 1963-64 total includes penalties imposed on claimants by insurance officers in cases where no investigation was completed by enforcement officers. Under revised procedures these were not included for subsequent years.

The following table shows the number of and the amount collected through garnishment and Exchequer Court proceedings with comparative figures for the previous year:

	1964-65		1965-66	
	<i>Number</i>	<i>Amount</i>	<i>Number</i>	<i>Amount</i>
Employers - Garnishment	1,236	\$107,524.72	1,445	\$115,261.88
Exchequer Court	39	1,139.27	46	6,071.81
Claimants - Garnishment	2,916	183,546.65	3,094	165,962.14
Exchequer Court	54	3,704.00	69	10,955.17

Audit

The audit staff of the Commission is responsible for ensuring that proper contributions are paid by employers in respect of workers in insurable employment, that such contributions are properly credited to the employees concerned and that contributions are not paid in respect of workers who are not insurable. In the performance of these duties field auditors of the Commission visit employers to examine their records, to give information concerning the application of the Unemployment Insurance Act and Regulations and to offer advice on the keeping of records.

During the year an additional audit section was established in the Montreal district audit office to look after the many employers engaged in the preparations for EXPO 67.

The total auditor establishment was 513 as of 31 March, 1966, which, together with a clerical staff numbering 218, made a total complement of 731 persons. Audit vacancies have been prevalent, some areas being without an auditor for over a year, a factor which has seriously retarded the audit programme.

Employer audit files are located in 38 districts across Canada where most of the auditors and all of the clerical staff are located. In addition, in order to provide prompt service to employers and local offices and in the interests of economy, resident auditors are located at 101 resident auditor points.

The annual turnover of employers means that 406,051 employers were subject to audit during the year although only 345,063 employers were registered at the end of the year. These figures show a slight increase from the previous year.

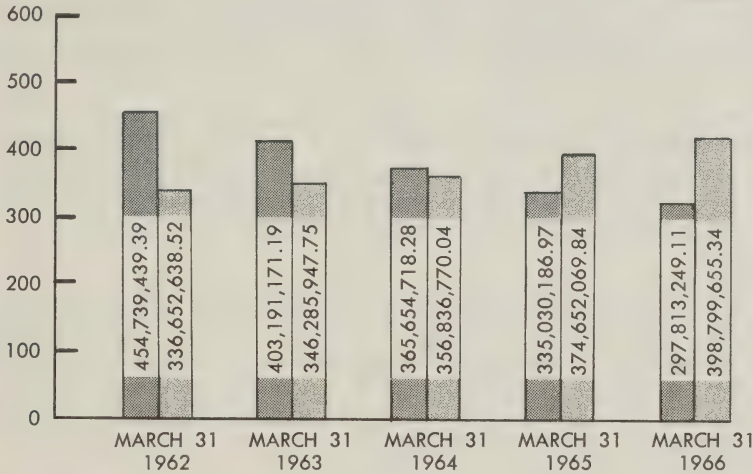
During the year 200,175 audit reports were completed compared to 195,500 in the previous year so that 49.3% of employers were reported upon. As only half the employers were reported upon during the year this means that the average interval between audit visits is two years.

Of the 200,175 reports completed 65,457 or 32.7% resulted in overdue contributions being established. Of these 20,173 were found to be

**THE UNEMPLOYMENT INSURANCE FUND ANNUAL REVENUE AND
EXPENDITURE AS AT MARCH 31, 1961-62 to 1965-66**

MILLIONS
OF
DOLLARS

BENEFIT PAYMENTS
TOTAL NET REVENUE



Fiscal Year Ended March 31	Contributions		Interest and Miscellaneous	Net Revenue	Benefit Payments
	Employer and Employee	Government			
1962	277.8	55.6	3.3	336.7	454.7
1963	286.4	57.3	2.6	346.3	403.2
1964	296.6	59.3	0.9	356.8	365.7
1965	310.7	62.2	1.8	374.7	335.0
1966	328.3	65.7	4.8	398.8	297.8

arrears on the second successive occasion and were subject to a penalty of 10% of the amount of the arrears.

There was a considerable increase during the year in employer appeals against assessments and penalties. Few such appeals were sustained. Many cases of assessments were due to employers erroneously assuming that contributions were not required in respect of casual or part-time employees.

Special efforts were made by auditors to educate employers in the need to obtain insurance books of employees at the immediate commence-

ment of employment so that contributions can be kept up to date. Also an effort was made to get employers to check with the local office regarding the insurability of their employees and not to assume that temporary or part-time employees are not insurable.

Overdue contributions and penalties established during the year amounted to \$3,952,074 and \$156,162 respectively. Collections continue to be of a high order with only a very small percentage of cases proving to be uncollectible. At the year end outstanding overdue contributions amounted to \$880,090 and outstanding penalties were \$42,908. Of the outstanding cases of overdue contributions 52.2% related to bankruptcies as compared to 51.6% in the previous year.

During the year, 40,609 investigations were made by auditors. These are visits to employers which are made as a result of specific complaints that an employer had not provided properly stamped books on separation; requests by local offices to verify the bona fides of questionable contributions discovered in insurance books at time of claim, and similar types of complaints.

In addition to their responsibility to visit the premises of employers, the auditors also made 1,404 appearances in Court in connection with such employer infractions as failure to maintain adequate records, failure to deliver contribution records to local offices or to separating employees, failure to produce records for audit and similar types of non-compliance. There was a substantial increase over the previous year in the number of reports of employer infractions submitted by auditors.

In the course of their visits to employers, auditors continue to distribute informative material designed to enlist the support and co-operation of employers, particularly in the area of the need to supply accurate information when claims are involved. Several district auditors reported that employers appreciated receiving the leaflets "UI Facts" which were mailed to them periodically by the Commission.

A large proportion of audit time was spent by auditors in arranging refunds in respect of employees whose earnings had gone beyond the insurable ceiling and who had not elected to remain insured or in securing the proper election forms from those who chose to remain insured and pay the employer contributions as well as their own.

Auditors completed verifications of cash balances at 51 local offices. During the year the gradual elimination of payment of benefit in cash was completed so that local offices no longer maintain cash balances for this purpose.

Although the Older Worker Employment and Training Incentive Program was discontinued, unemployment insurance auditors completed 576 post audits of claims from employers for partial reimbursement of wages paid under the plan.

For the first time, some audits by personal visit were made to fish buyers located on the south coast of Labrador.

Several audits of municipal winter works projects were very time-consuming as numerous adjustments were required of unemployment insurance contributions paid in error or at the wrong rate.

Standards and Methods

The major activity, involving both the Systems and Procedures and Data Processing Sections, has been the ADP systems study of the claims pay operation. This study began in April 1965, with the intention of developing a computer oriented claims pay system, similar to the one used in the Winnipeg experiment in 1964-65, that would be subject to trial in the Montreal area and eventually expanded to include the whole of the Quebec region.

Preliminary findings of the study indicated that consideration should be given to centralizing the claims pay record on a national rather than regional basis and, because of the computer facilities readily available at the Government's Central Data Processing Service Bureau, Ottawa was selected as the location for the central claim record. In addition to the Ottawa centre, the proposed system envisions regional centres with limited computer facilities where source data would be received from local offices, regional office and the claimants, converted to machine language and transmitted by data line to the Ottawa centre. Warrants, declarations and notices would be issued directly from the Ottawa centre to the claimant. Although considerable progress has been made and results to date are quite encouraging, it will be some time before the system is fully developed, tested and ready for operational use.

In addition to this project the Systems and Procedure Section conducted a systems study on the operation of the Materiel Services Division. As a result of this study, the stores accounting function was transferred from Central Stores to the Head Office building. Other proposals, which primarily affect the internal operation of the division, have been accepted and progressively implemented.

The Suggestion Award Plan was administered as a joint service to employees of the Unemployment Insurance Commission and the National Employment Service for part of the year. With the separation of the employment service there has been a considerable reduction in total numbers of suggestions received. It is considered that there will be increased interest in this programme in the coming year, with the acceptance of the insurance operation as a separate entity and the advent of new procedures and forms.

Administrative and Personnel Services

Establishment and Classification Division

Effective April 1, 1965, the National Employment Service was transferred to the Department of Labour. This involved the transfer of 4,195 positions, including a division of administrative, managerial, and personnel and administrative services positions which serviced the combined employment and insurance operations.

In order to maintain the effectiveness of Unemployment Insurance operations, replacements were required for a number of these positions and 252 new positions were added to the establishment for this purpose.

During the year, the establishment was increased by 79 new positions to meet immediate requirements for investigation, audit, public relations and insurance.

The annual establishment review for the year resulted in the addition of 47 new positions, 1 for Head Office, 4 for regional offices, and 42 for local offices.

Classification activities were concentrated on the conversion of departmental positions to the new classification and pay system introduced for the public service. This involved the collection of job data for all positions, the preparation of job description and, in conjunction with the Bureau of Classification and Revision, their conversion to the new categories, groups and levels provided under the new system.

There were 5,248 regular employees on strength on 31 March, 1966, as compared to 9,126 (*) employees on 31 March, 1965. In addition, there were 64.78 casual man-years in use on 31 March, 1966, as compared to 158.02 (*) on 31 March, 1965. During the peak period of the year there were 95.88 casual man-years used compared to 158.02 (*) in 1964-65. These employees are engaged mainly to assist in the additional seasonal workload of claims for unemployment insurance benefit.

The distribution of staff at the end of the year was:

	<i>Regular</i>	<i>Casual (Man-Years)</i>
Head Office	328	7.44
Atlantic Region	618	12.25
Quebec Region	1557	19.53
Ontario Region	1527	17.01
Prairie Region	667	4.47
Pacific Region	551	4.08

The staff turnover increased from the previous year. Figures for the last four years are: 1962-63, 8.77 per cent; 1963-64, 9.87 per cent; 1964-65, 11.22 per cent; and in 1965-66, 16.62 per cent.

Manpower Planning and Development Division

During the past year, the Staff Development and Training Division underwent considerable reorganization and, as a result of emerging concepts, is now designated as Manpower Planning and Development. The staff in this division has been increased and particular emphasis is being placed on: manpower planning within the Commission; redesigning the present employee evaluation and appraisal programmes and initiating essential per-

(* — These figures include NES man-years).

sonnel research activities. As well as this, the division is continuing programmes of staff training, tuition reimbursement for courses undertaken by staff and handling of promotion competitions.

Several Management Development courses have been conducted for supervisory staff with the intention of improving concepts, enhancing knowledge and increasing technical skills. These courses are being given on a continuous basis for staff evidencing potential for development.

During the year a complete training programme for Claims Officers-Computers was developed and existing courses were revised as required. Enrolment in the Commission's Career Courses was maintained at a satisfactory level; 158 employees completed the Career Course — General; 24 employees passed the career course to prepare themselves for the work of insurance officers with limited powers and 42 employees passed a similar course related to the work of insurance officers with full powers. A total of 582 employees are continuing their studies in these three courses.

The Reimbursement of Tuition Program attracted 437 applications of which 393 were approved. Under this program 176 employees completed approved courses up to the end of the fiscal year and were reimbursed a total of \$5,308.

It is intended to carry out specific manpower planning studies to determine the Commission's staff requirements in the light of changing conditions. This will be carried out on an occupational basis to determine recruiting and retraining policies.

CLOSED COMPETITIONS CONDUCTED AND APPEALS FILED

April 1, 1965 to March 31, 1966

<i>Region</i>	<i>Number of Compe- titions</i>	<i>Number of Appeals</i>	<i>Dis- Appeals allowed</i>	<i>Re Appeals Upheld</i>	<i>Re Exams Ordered</i>	<i>Deci- sions Re- versed</i>	<i>Appeals With- drawn</i>
Atlantic.....	57	5	1	3	3	—	1
Quebec.....	119	8	4	2	2	1	2
Ontario.....	145	16	9	4	4	1	3
Prairie.....	65	5	4	—	—	—	1
Pacific.....	55	2	1	—	—	—	1
Head Office.....	134	19	17	1	1	—	1
	575	55	36	10	10	2	9
Appeals against disciplinary action.....	—	12	8	1	—	—	3
Total.....	575	67	44	11	10	2	12

Commission Offices

As of March 31, 1966, the Commission operated 201 full-time offices. Of this number, five were regional offices and 196 regular local offices.

The Commission continued arrangements whereby agents are appointed to complete all the necessary documents in connection with applications for unemployment insurance benefits. In this way, applicants who cannot conveniently visit a Commission office because of their location are able to make their applications with a minimum of delay. This system substantially reduces the amount of correspondence with postal applicants.

Agents operating on March 31, 1966, numbered 262. There were 99 in the Atlantic region, 80 in the Quebec region, 21 in the Ontario region, 38 in the Prairie region, and 24 in the Pacific region.

A network of 44 telex centres was jointly operated by the Commission and NES, servicing most offices across Canada. This provided a rapid, modern and economic means of communication greatly expediting the handling of claims for UIC and placements for NES.

To provide a fast service to employment insurance claimants in Newfoundland, the Commission operated a leased teletype circuit between St. John's, Newfoundland, and the Atlantic regional office at Moncton from October 15 to April 15. This is the period when air and sea transportation facilities encounter bad weather conditions and mail delays are frequent.

During the year, telephone services in all offices were separated, in the majority of cases, physically. Where circumstances and conditions permit, services are shared but separate telephone numbers are used.

ADMINISTRATIVE COSTS OF THE UNEMPLOYMENT INSURANCE
COMMISSION DURING THE PERIOD APRIL 1, 1965 TO
MARCH 31, 1966

(1) Salaries and Wages	\$26,995,796
(1) Overtime	102,042
(2) Living and Other Allowances	3,818
(4) Professional and Special Services	207,814
(4) Commission to Post Office Department	1,240,000
(4) Corps of Commissionaires Services	120,403
(5) Travelling and Removal Expenses	780,762
(6) Freight, Express and Cartage	85,254
(7) Postage	825,617
(8) Telephones, Telegrams and Other Communication Services	337,400
(9) Publication of Departmental Reports and Other Material	109,776
(10) Exhibits, Advertising, Films, Broadcasting and Displays	1,734
(11) Office Stationery, Supplies and Equipment	1,223,482
(12) Unemployment Insurance Stamps	32,732
(12) Materials and Supplies	4,617
(15) Rental of Office Accommodation	826
(16) Acquisition of Equipment	6,835
(17) Repairs and Upkeep of Equipment	4,391
(19) Municipal or Public Utility Services	920
(21) Unemployment Insurance Contributions	22,353
(22) Umpire, National Advisory Committee, Boards of Referees	208,598
(22) Sundries	58,692
	<hr/>
	\$32,373,862

Excluded from the above is \$5,400 for Superan
of 6.6 mil

APPENDIX I

LOCATION OF OFFICES OF THE UNEMPLOYMENT INSURANCE COMMISSION

Head Office — OTTAWA, Ont.

REGIONAL OFFICES

Atlantic Region — Moncton, N.B.

Ontario Region — Toronto, Ont.

Quebec Region — Montreal, Que.

Prairie Region — Winnipeg, Man.

Pacific Region — Vancouver, B.C.

LOCAL OFFICES

Newfoundland	La Malbaie	Elliot Lake	Walkerton
Corner Brook	L'Assomption	Fort Erie	Wallaceburg
Grand Falls	La Tuque	Fort Frances	Welland
*St. John's	Lévis	*Fort William	Weston
	Longueuil	Galt	*Windsor
Prince Edward Island	Louiseville	Goderich	Woodstock
*Charlottetown	Magog	Guelph	
Summerside	Maniwaki	*Hamilton	Manitoba
	Matane	Hawkesbury	*Brandon
Nova Scotia	Mont Laurier	Ingersoll	Dauphin
Amherst	Montmagny	Kapuskasing	Portage la Prairie
Bridgewater	*Montreal	Kenora	The Pas
Dartmouth	Eastern	*Kingston	*Winnipeg
Glace Bay	Northern	Kirkland Lake	
*Halifax	Western	*Kitchener	Saskatchewan
Inverness	New Richmond	Leamington	Moose Jaw
Kentville	Port Alfred	Lindsay	North Battleford
*New Glasgow	*Quebec	Listowel	Prince Albert
New Waterford	Richmond	*London	*Regina
Springhill	*Rimouski	Long Branch	*Saskatoon
Sydney Mines	*Rivière-du-Loup	Midland	Swift Current
Truro	Roberval	Napanee	Yorkton
Yarmouth	*Rouyn	New Liskeard	
*Sydney	Ste-Agathe-des-Monts	Newmarket	Alberta
	St-Hyacinthe	Niagara Falls	*Calgary
New Brunswick	St-Jean	*North Bay	*Edmonton
*Bathurst	*St-Jérôme	Oakville	Grande Prairie
Campbellton	Ste-Thérèse	*Orillia	*Lethbridge
Edmundston	Sept-Iles	*Oshawa	Medicine Hat
*Fredericton	*Shawinigan	*Ottawa	Red Deer
*Moncton	*Sherbrooke	*Owen Sound	
Newcastle	Sorel	Parry Sound	British Columbia
*Saint John	Thetford Mines	*Pembroke	Chilliwack
St. Stephen	*Trois-Rivières	Perth	Courtenay
Sussex	Val d'Or	Peterborough	Cranbrook
Woodstock	Valleyfield	Port Arthur	Dawson Creek
	Victoriaville	Port Colborne	Duncan
Quebec	Ville St. Georges	Prescott	Kamloops
*Alma		Renfrew	Kelowna
Baie-Comeau	Ontario	*St. Catharines	Mission City
Beauharnois	Barrie	St. Thomas	Nanaimo
Buckingham	Belleville	Sarnia	*Nelson
Cartierville	Bracebridge	Sault Ste. Marie	*New Westminster
Causapsal	Brampton	Simcoe	*Penticton
*Chandler	*Brantford	Smiths Falls	Port Alberni
*Chicoutimi	Brockville	Stratford	*Prince George
Dolbeau	Burlington	Sturgeon Falls	Prince Rupert
*Drummondville	Carleton Place	*Sudbury	Quesnel
Gaspé	Chatham	Tillsonburg	Trail
Granby	Clarksburg	Timmins	*Vancouver
*Hull	Cobourg	*Toronto	Robson St.
*Joliette	Collingwood	Dundas St.	
Jonquière	*Cornwall	Western	Yukon Territory
Lac Mégantic	Dunnville	Trenton	Whitehorse

NOTE: * indicates that Boards of Referees appointed at these centres.

APPENDIX II NUMBER OF CLAIMS RECEIVED AND THE DISPOSAL DURING THE YEAR 1965-1966 BY PROVINCES

	Total	New- foundland	Prince Edward Island	Nova Scotia	New Brunswick	Quebec	Ontario	Manitoba	Sas- katchewan	Alberta	British Columbia
INITIAL CLAIMS											
Pending 31 March, 1965.....	46,699	1,795	344	1,848	2,062	18,021	13,538	1,677	1,246	2,639	3,529
Received — in person.....	896,240	16,741	5,398	43,398	34,977	284,971	306,037	30,767	19,762	40,595	113,594
— postal.....	293,377	38,316	4,848	19,993	27,023	90,410	49,587	14,178	12,891	15,497	20,634
Total	1,236,316	56,852	10,590	65,239	64,062	393,402	369,162	46,622	33,899	58,731	137,757
Allowed — Regular Benefit	598,882	19,372	3,735	31,408	27,338	199,315	177,003	23,710	16,802	30,468	69,731
No disqualification.....	175,634	3,315	570	5,547	4,368	47,792	76,799	5,980	3,836	8,547	18,880
With disqualification.....											
Allowed — Fishing Benefit	404	88	10	198	58	9	4	2	—	—	35
No disqualification.....	89	31	1	52	2	—	1	—	—	—	2
With disqualification.....											
Allowed — Seasonal Benefit	212,914	14,015	3,069	12,184	17,621	68,103	52,491	9,253	7,714	9,254	19,210
No disqualification.....	20,940	953	165	823	947	7,520	5,633	817	796	1,018	2,268
With disqualification.....											
Allowed — Seasonal Benefit — Fishing	26,457	9,581	1,789	5,870	3,342	755	634	576	3	44	3,863
No disqualification.....	782	358	28	114	75	26	11	23	1	5	141
With disqualification.....											
Total Allowed	1,036,102	47,713	9,367	56,196	53,751	323,520	312,576	40,361	29,152	49,336	114,130
Not allowed — Either Regular or SB	162,240	7,612	921	7,397	8,151	55,677	45,850	5,268	3,788	7,668	19,098
Pending 31 March, 1966.....	37,974	1,527	302	1,646	2,160	14,205	10,736	993	959	1,727	3,719
Total, Allowed, Not Allowed, and Pending	1,236,316	56,852	10,590	65,239	64,062	393,402	369,162	46,622	33,899	58,731	137,757
RENEWAL AND REVISED CLAIMS											
Pending 31 March, 1965.....	24,564	637	77	893	807	9,366	7,511	767	438	1,446	2,622
Received 1 April, 1965 to 31 March, 1966.....	798,978	22,219	3,971	37,378	32,357	283,037	241,024	28,980	17,770	36,370	95,872
Total	823,542	22,856	4,048	38,271	33,164	292,403	248,535	29,747	18,208	37,816	98,494
Allowed	540,322	16,206	2,659	27,518	23,613	192,311	156,900	19,279	11,627	24,731	65,478
No disqualification.....	206,364	4,681	1,017	7,861	6,752	70,845	69,877	7,720	4,782	9,343	23,486
With disqualification.....											
Not entitled	37,059	974	168	1,478	1,555	16,116	9,205	1,275	705	1,618	4,060
Appeals to Boards of Referees.....	19,611	276	78	660	438	5,345	6,766	1,051	610	1,310	2,982
Appeals to Umpire.....	114	1	—	4	2	30	48	7	—	4	18
Pending 31 March, 1966.....	20,072	718	126	750	804	7,756	5,739	415	484	810	2,470
Total	823,542	22,856	4,048	38,271	33,164	292,403	248,535	29,747	18,208	37,816	98,494
Antedates — Approved.....	2,936	66	9	99	102	749	1,193	98	62	170	388
Not approved.....	3,347	199	4	225	74	656	1,207	149	122	287	424
Extension of Qualifying Period	14,859	241	46	476	600	5,667	4,259	490	262	931	1,887
Approved.....	14,082	214	42	461	593	5,232	4,133	480	248	866	1,455
Not approved.....	777	127	4	15	7	435	126	10	14	65	132
Dependency — Not approved.....	18,735	1,413	124	909	1,035	6,347	5,589	638	353	840	1,485

APPENDIX III

AMOUNT OF BENEFIT PAID, REASONS FOR CLAIMS DISALLOWED AND DISQUALIFIED, AND
NUMBER OF INTERSTATE CLAIMS DURING THE YEAR 1965-1966 BY PROVINCES

	Total	New-found-land	Prince Edward Island	Nova Scotia	New Brunswick	Quebec	Ontario	Manitoba	Saskatchewan	Alberta	British Columbia
	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$
REGULAR BENEFIT PAID From 1 April, 1965 to 31 March, 1966	238,280,706	9,945,772	1,594,033	11,668,624	10,764,839	80,938,736	69,790,933	10,317,423	6,915,929	11,251,694	25,092,723
SEASONAL BENEFIT PAID From 1 April, 1965 to 31 March, 1966	59,532,543	7,491,702	1,380,594	4,481,131	5,085,247	16,824,874	12,070,237	2,478,774	1,898,331	2,336,017	5,485,636
Total	297,813,249	17,437,474	2,974,627	16,149,755	15,850,086	97,763,610	81,861,170	12,796,197	8,814,260	13,587,711	30,578,359
*REASONS FOR REGULAR CLAIMS DISALLOWED											
Not 30 weeks (Sec. 45(1)(a))	197,014	16,752	2,921	13,041	11,703	56,912	51,070	6,873	5,516	9,021	23,205
Not 3 weeks (Sec. 45(1)(b))	128,864	8,852	1,593	7,517	9,134	41,181	33,421	5,656	4,422	5,445	11,643
Not 2 weeks (Sec. 45(1)(c))	97,340	6,914	1,458	5,784	9,298	33,987	20,128	3,408	2,363	3,523	10,477
Not 6 weeks (Fishing Reg's)	115	1	—	46	1	1	—	—	—	—	65
Total	423,333	32,519	5,972	26,388	30,136	132,081	104,619	15,937	12,302	17,989	45,390
REASONS FOR DISQUALIFICATION											
Not unemployed	11,230	361	78	581	430	3,990	3,294	731	561	540	664
Not capable of work	11,810	323	73	719	534	1,777	5,627	235	260	489	1,773
Not available for work	94,025	1,978	467	3,116	2,835	27,448	34,239	5,154	3,281	5,640	9,867
Loss of work due to labour dispute	10,894	78	5	147	75	1,257	8,611	76	47	11	587
Loss of work due to strike	15,567	239	221	970	774	4,943	5,225	671	590	774	1,384
Neglect of opportunity for work	12,422	13	71	41	41	1,022	662	44	29	60	266
Failure to carry out written direction	4,030	10	2	42	10	1,866	1,558	283	29	181	49
Non-attendance at course of instruction	1,694	14	11	36	45	319	920	140	34	58	117
Employment lost by own misconduct	17,056	364	84	530	555	6,342	5,713	394	303	857	1,914
Voluntary leaving without just cause	94,067	2,770	371	3,866	3,244	28,348	29,753	3,097	2,286	5,763	14,569
Inmate of prison or resident outside of Canada	510	15	4	23	43	93	197	30	6	16	83
Failure to lodge insurance book, etc.	43,190	1,308	111	1,212	1,208	16,786	12,875	1,187	634	1,699	6,170
Fishing (Fishing Reg's)	1,145	44	12	82	108	1,777	3	—	—	—	9
Misrepresentation	16,716	612	145	981	680	7,316	4,244	493	309	598	1,328
Miscellaneous (Sec. 69(2)(a)(iii))	102	6	5	60	46	1,342	1,161	118	8	3	23
Loss of work due to incapacity, etc.	5,940	205	26	497	407	1,342	1,922	118	103	285	1,035
Determination and allocation of earnings	74,621	995	176	1,509	1,434	23,334	37,477	1,883	935	1,939	4,939
Total	403,809	9,338	1,781	14,397	12,144	126,183	152,321	14,540	9,415	18,913	44,777
INTERSTATE CLAIMS											
Claims filed in Canada by U.S.A. claimants	3,351	53	5	176	349	1,223	768	79	38	112	548
Claims filed in U.S.A. by Canadian claimants	1,845	—	—	—	25	424	717	324	—	—	305

*Benefit Periods were subsequently established as Revised Claims for

(1) 16,973 Claimants,
 (2) 8,406 " "
 (3) 5,600 " "
 (4) 2 "

APPENDIX IV NUMBER OF "ACTIVE" CLAIMANTS ON THE LAST DAY OF EACH MONTH 1965-1966

Provinces	April 1965	May	June	July	August	September	October	November	December	January 1966	February	March
Newfoundland	{1 2 3	9,140 11,818 12,390 29	4,988 8	4,073 8	3,500 29	3,536 23	4,533 19	8,909 848 17	16,332 10,208 21	18,802 15,697 31	17,632 17,769 40	15,256 16,027 47
Prince Edward Island	{1 2 3	1,879 2,694 12	717 8	740 11	700 6	590 6	627 7	1,886 118 7	3,045 2,087 8	3,443 3,158 11	3,136 3,493 18	2,910 3,454 16
Nova Scotia	{1 2 3	15,921 11,598 11,259 176	8,888 102	8,171 75	7,903 77	9,619 73	8,475 86	12,411 287 67	19,734 5,490 64	21,763 11,124 108	12,882 12,463 130	12,871 12,629 155
New Brunswick	{1 2 3	16,259 13,657 158	7,467 69	6,970 74	6,516 53	6,178 55	7,449 50	12,113 345 36	19,246 6,581 73	20,781 11,464 127	20,865 13,311 188	19,722 13,726 171
Quebec	{1 2 3	109,900 44,616 1,553	60,699 792	58,643 683	51,900 609	48,846 598	57,705 545	81,451 728	118,267 14,401 697	126,328 33,712 955	130,179 33,712 1,032	123,273 38,912 1,032
Ontario	{1 2 3	87,810 31,530 1,034	57,908 467	70,320 394	68,883 475	55,953 592	54,441 311	67,477 1,153 324	92,366 14,619 328	114,227 21,074 484	115,764 26,945 568	99,497 29,823 701
Manitoba	{1 2 3	15,349 6,300 46	7,264 18	6,759 20	6,158 17	5,491 40	5,813 66	8,399 131 75	14,881 2,244 57	16,371 4,255 54	17,431 4,632 49	14,830 5,493 58
Saskatchewan	{1 2 3	10,033 4,906 101	3,788 36	3,357 31	3,070 29	3,148 30	3,489 29	6,490 196 29	10,835 1,738 38	14,386 2,983 48	13,804 4,053 55	11,123 4,384 54
Alberta	{1 2 3	18,717 6,581 45	9,135 27	7,419 16	6,515 13	6,683 21	7,015 25	12,005 127 31	15,473 1,862 50	20,161 5,011 54	17,552 5,251 97	13,905 5,285 102
British Columbia	{1 2 3	30,096 11,414 357	19,836 166	17,974 132	17,306 112	17,279 84	20,861 94	29,205 422 110	40,983 7,588 126	45,584 11,859 163	37,617 12,697 229	34,584 12,909 254
Total	{1 2 3	317,782 145,147 3,511	180,690 1,693	184,426 1,444	172,451 1,415	157,323 1,522	170,408 1,232	240,346 4,271 1,424	351,162 66,808 1,462	401,846 109,922 2,035	395,852 2,406	355,371 192,642 2,590

1. Ordinary 2. Seasonal 3. "Sick" included in Nos. 1 and 2.

APPENDIX V

 INVESTIGATION STATISTICS — FISCAL YEAR 1965 - 1966
 (Claimants)

Region and * Number of Enforcement Officers	INVESTIGATIONS COMPLETED				PUNITIVE ACTION	
	Suspected False Statements	Spot Check and Miscellaneous	Total	Average Investigation per Enforcement Officer	Prosecu- tions Recom- mended	Penalties Imposed Under Section 65
Atlantic (15)	3,361	11,754	15,115	1,007.6	271	1,350
Quebec (33)	10,322	24,668	34,990	1,060.3	946	3,611
Ontario (32)	6,381	23,027	29,408	919.0	559	2,303
Prairies (13)	3,061	11,478	14,539	1,118.4	198	963
Pacific (14)	1,785	12,167	13,952	996.6	179	617
Total (107)	24,910	83,094	108,004	1,009.3	2,153	8,844

*The number of Enforcement Officers is the average number on duty calculated on the basis of man-days of work performed during the fiscal year.

APPENDIX VI

LEGAL PROCEEDINGS INSTITUTED UNDER THE UNEMPLOYMENT
INSURANCE ACT AND THE UNEMPLOYMENT INSURANCE REGULATIONS

Nature of Proceedings	Carried Over 1964-65	Com- menced Fiscal Year 1965-66	Prosecu- tions Finalized	Con- victions	With- drawals and Abandon- ments	Acquit- tals	Awaiting Results of Trials
Proceedings against em- ployers for infractions of the Act and Regu- lations	194	1,494	1,404	1,338	45	21	283
Proceedings against claimants for obtain- ing benefit through false statements	412	2,088	2,017	1,934	61	22	483
Totals	606	3,582	3,421	3,272	106	43	766

APPENDIX VII
UNEMPLOYMENT INSURANCE FUND
Statement of Receipts and Disbursements for the year ended March 31, 1966
(with comparative figures for the year ended March 31, 1965)

<i>Receipts:</i>	<u>1966</u>	<u>1965</u>
Contributions from employers and employees:		
Bulk payment method	\$208,064,222	\$191,101,653
Stamp methods	111,949,523	107,146,647
Meter method	9,196,044	13,126,202
	<u>\$329,209,789</u>	<u>\$311,374,502</u>
Less: Refunds	891,092	623,226
	<u>\$328,318,697</u>	<u>\$310,751,276</u>
Contributions from Government of Canada	65,663,739	62,150,255
Income from investments, received and accrued	4,670,950	1,792,496
Penalties	146,269	121,104
	<u>\$398,799,655</u>	<u>\$374,815,131</u>
<i>Disbursements:</i>		
Benefit Payments:		
Ordinary	\$287,573,393	\$323,298,124
Fishermen	10,239,856	11,732,063
	<u>\$297,813,249</u>	<u>\$335,030,187</u>
Interest on loans	—	163,062
	<u>\$297,813,249</u>	<u>\$335,193,249</u>
Excess of receipts over disbursements	<u>\$100,986,406</u>	<u>\$ 39,621,882</u>

NOTE: The benefit payments shown above included the following seasonal benefits (estimated): 1965-66, \$59,532,542; 1964-65, \$69,370,125.

APPENDIX VIII

UNEMPLOYMENT INSURANCE FUND

(Established by the Unemployment Insurance Act)

Statement of Position as at March 31, 1966

(with comparative figures as at March 31, 1965)

<i>Assets</i>	<i>1966</i>	<i>1965</i>	<i>Liabilities</i>	<i>1966</i>	<i>1965</i>
Deposit with Receiver General of Canada \$	5,881,351	\$ 6,978,378	Unredeemed warrants (Note 2)	\$ 13,399,571	\$ 11,336,931
Deposits with banks for redemption of warrants	7,689,919	6,054,726	Deposits from employers	7,199,198	6,490,268
Advances to local offices for payment of benefits by cash	—	1,248,603	Deposit from Department of Labour for transitional assistance benefit payments	50,000	—
Recoverable from Parliamentary appropriation	—	50,605	Balance of the Fund:		
Accrued interest on investments	4,560,668	991,650	At beginning of year .. \$	40,496,763	874,881
Investments:			Add: Excess of receipts over disbursements for the year, per statement attached	100,986,406	39,621,882
Government of Canada non-negotiable, interest bearing bonds, redeemable at par, subject to 30 days prior notice	144,000,000	43,000,000	At end of year	141,483,169	40,496,763
	<u>\$162,131,938</u>	<u>\$ 58,323,962</u>		<u>\$162,131,938</u>	<u>\$ 58,323,962</u>

The accompanying notes are an integral part of the financial statements

Certified correct:

Approved:

I have examined the above Statement of Position and related Statement of Receipts and Disbursements and have reported thereon under date of July 19, 1966, to the Minister of Labour.

Acting Chief Treasury Officer.

Chief Commissioner.

Auditor General of Canada.

APPENDIX VIII (A)
UNEMPLOYMENT INSURANCE FUND
Statement of Receipts and Disbursements for the year ended March 31, 1966
(with comparative figures for the year ended March 31, 1965)

<i>Receipts:</i>	<u>1966</u>	<u>1965</u>
Contributions from employers and employees:		
Bulk payment method		\$191,101,653
Stamp method		107,146,647
Meter method		13,126,202
		\$311,374,502
Less: Refunds		623,226
		\$310,751,276
Contributions from Government of Canada (Note 4)	\$328,318,697	62,150,255
Income from investments	65,663,739	1,792,496
Penalties	4,670,950	121,104
	146,269	
	\$398,799,655	\$374,815,131
<i>Disbursements:</i>		
Benefit payments (Note 3):		
Ordinary		\$323,298,124
Fishermen		11,732,063
		\$335,030,187
Interest on loans	\$297,813,249	163,062
	—	\$335,193,249
Excess of receipts over disbursements of the Fund	\$297,813,249	\$39,621,882
	\$100,986,406	

The accompanying notes are an integral part of the financial statements.

APPENDIX VIII (B)
UNEMPLOYMENT INSURANCE FUND

Notes to the Financial Statements

1. The accounts of the Fund are maintained on a cash basis. For this reason the statement of position does not reflect contributions and other amounts receivable, including benefit overpayments amounting to \$4,058,000 (\$3,994,000 at March 31, 1965), and claimants' benefits accrued at the year-end.
2. The amounts shown for unredeemed warrants do not include warrants outstanding for over three years.
3. The benefit payments shown on the Statement of Receipts and Disbursements include seasonal benefits estimated at \$59,532,542 for 1965-66 and \$69,370,125 for 1964-65.
4. The total costs of the Government of Canada relating to unemployment insurance (exclusive of its cost as an employer-contributor) are as follows:

	<u>1966</u>	<u>1965</u>
Contributions to the Fund equivalent to one-fifth of employer-employee contributions, pursuant to Section 83(c) of the Act	\$ 65,663,739	\$ 62,150,255
Administration expenses of the Unemployment Insurance Commission pursuant to Section 10 of the Act (Note 5):		
Charges to Unemployment Insurance Commission Vote 1 (Department of Labour Vote 30 in 1964-65) \$32,373,862		32,641,781
Estimated value of accommodation, accounting and other services provided by other departments	6,613,900	6,420,800
	<u>38,987,762</u>	<u>39,062,581</u>
	<u>\$104,651,501</u>	<u>\$101,212,836</u>

APPENDIX VIII (B) cont.

5. The administration expenses of the Unemployment Insurance Commission were as follows:

	1966	1965*
Salaries, wages and allowances	\$ 27,101,657	\$ 27,190,628
Accommodation	3,491,000	3,546,800
Contributions to superannuation account	1,541,500	1,448,600
Accounting and cheque issue service	1,369,500	1,210,300
Commission to Post Office Department	1,240,000	1,240,000
Office stationery, supplies and equipment	1,223,407	1,150,856
Postage	825,617	868,947
Travelling and removal expenses	780,761	762,056
Telephones, telegrams and other communication services	337,400	259,380
Fees of office and travelling expenses of Umpire, National Advisory Committee, national, regional and local employment committees and board of referees	208,598	245,775
Professional and special services	207,814	270,806
Employees surgical-medical insurance premiums	153,000	148,200
Corps of Commissionaires services	120,403	151,797
Publication of departmental report and other material	109,776	30,280
Freight, express and cartage	85,254	88,943
Carrying of franked mail	50,600	58,200
Other expenses	141,475	391,013
	<u>\$ 38,987,762</u>	<u>\$ 39,062,581</u>

* In 1964-65 administration expenses charged to the Commission included those of the National Employment Service which, to March 31, 1965, was administered by the Commission. In order to provide fair comparisons with administration expenses for the current year, costs relating to National Employment Service have been eliminated from the 1965 figures on an estimated basis.

APPENDIX IX **NUMBER OF CLAIMS FOR SEASONAL BENEFIT ESTABLISHED AND AMOUNT OF SEASONAL BENEFIT PAID, GROUPS "A" AND "B" BY YEARLY SEASONAL BENEFIT PERIODS 28 FEBRUARY, 1950 TO 15 MAY, 1965**

Seasonal benefit is payable in accordance with the provisions of Section 53 of the Unemployment Insurance Act to claimants unable to qualify for regular benefit in respect of unemployment occurring between the week in which 1 December falls and the week in which 15 May falls in the following year. A seasonal benefit claimant falls into one of two groups:

1. He had at least 15 contribution weeks since the Saturday immediately preceding the previous 31 March (Group "A"); or
2. His most recent regular benefit period terminated since the preceding 15 May (Group "B").

Prior to 2 October, 1955, the payments were described as supplementary benefit and first became payable on 28 February, 1950. Until 1952, payment was made only in respect of unemployment occurring between 1 January and 31 March. By an amendment made in July, 1952, this period was extended to mid-April, and in November, 1957, it was further lengthened to the period now in effect, i.e. from the beginning of December to mid-May.

Yearly Seasonal Benefit Period	Seasonal Benefit Claims Established				Amount of Seasonal Benefit Paid			
	Group A		Group B		Group A		Group B	
	Number	%	Number	%	Amount	%	Amount	%
1950 (28 Feb.-15 April)*	15,700	14*	53,400	47*	\$ 494,800	11*	\$ 2,207,900	50*
1951 (1 Jan.-31 March)*	35,500	39*	53,000	60*	1,000,500	26*	2,871,600	74*
1952 (1 Jan.-31 March)	34,900	36	61,100	64	1,120,500	25	3,442,900	75
1953 (1 Jan.-15 April)	39,900	27	109,400	73	1,410,000	15	7,780,600	85
1954 (1 Jan.-15 April)	51,500	25	159,200	75	1,917,800	14	12,140,400	86
1955 (1 Jan.-15 April)	55,900	22	194,100	78	5,732,600	20	23,158,100	80
1956 (30 Dec.-21 April)	101,100	40	154,600	60	13,602,800	36	24,477,100	64
1957 (29 Dec.-20 April)	144,000	69	64,800	31	19,820,300	67	9,797,200	33
1958 (30 Nov./57-28 June/58)	220,800	47	249,700	53	50,920,700	47	58,878,700	53
1959 (30 Nov./58-16 May/59)	256,000	58	188,300	42	59,993,800	61	38,389,400	39
1960 (29 Nov./59-21 May/60)	284,700	64	159,100	36	70,477,300	71	28,573,000	29
1961 (27 Nov./60-20 May/61)	278,100	60	187,600	40	73,990,600	66	38,145,600	34
1962 (26 Nov./61-19 May/62)	236,600	63	138,800	37	60,522,000	68	28,363,300	32
1963 (25 Nov./62-18 May/63)	243,500	68	117,100	32	62,955,900	72	23,942,000	28
1964 (1 Dec./63-16 May/64)	214,500	68	102,600	32	54,382,000	72	20,673,000	28
1965 (29 Nov./64-15 May/65)	193,800	67	96,800	33	48,833,000	72	19,329,000	28

*In these two years seasonal benefit was also paid to persons not qualified for regular benefit who had been employed in logging and certain other employments which had recently been made insurable. In this period 45,166 persons were paid a total of \$1,794,050. This provision was not operative after 1951.

NOTE: The fluctuations in the relative proportions of seasonal benefit, Group A and Group B, were mainly due to the following. Prior to the 1957 seasonal benefit period (1 Jan.-20 April) the majority of claimants established seasonal benefit claims in Group B as this class was more favourable. Commencing with the 1957 seasonal benefit period, a claimant who failed to qualify for regular benefit was first tested for qualification in Group A (15 contribution weeks) and only if he failed that test was he considered for Group B (regular benefit period terminated after 15 April). He was not entitled to the class of seasonal benefit that was more favourable to him.

ANNEXE IX
NOMBRE DE RÉCLAMATIONS DE PRESTATIONS SAISONNIÈRES ÉTABLIES
ET MONTANT PAYÉ DE PRESTATIONS SAISONNIÈRES DES GROUPES "A" ET "B"
PAR PÉRIODE ANNUELLE DE PRESTATIONS SAISONNIÈRES DU 28 FÉVRIER 1950 AU 15 MAI 1965

Les prestations saisonnières sont payées en vertu de l'article 53 de la Loi sur l'assurance-chômage aux réclamants incapables d'établir des droits aux prestations ordinaires lorsqu'ils viennent à chômer entre la semaine où tombe le 1er décembre et la semaine où tombe le 15 mai de l'année suivante. Un réclamant de prestations saisonnières appartient à l'un ou l'autre de deux groupes:

1. Ou il compte à son crédit au moins 15 semaines de contributions acquittées depuis le samedi immédiatement antérieur au 31 mars précédent (groupe "A");

2. Ou sa période de prestations ordinaires la plus récente s'est terminée depuis le 15 mai précédent (groupe "B").

Avant le 2 octobre 1955, ces prestations portaient le nom de prestations supplémentaires. Elles ont été payées pour la première fois le 28 février 1950. Jusqu'en 1952, ces prestations n'ont été payées qu'à l'égard du chômage survenu entre le 1er janvier et le 31 mars. Grâce à une modification apportée en juillet 1952, la période a été prolongée jusqu'à la mi-avril et en novembre 1957 portée à la période actuellement en vigueur, soit du début de décembre à la mi-mai.

Période annuelle de prestations saisonnières	Réclamations de prestations saisonnières établies				Montant de prestations saisonnières payées			
	Groupe A		Groupe B		Groupe A		Groupe B	
	Nombre	%	Nombre	%	Montant	%	Montant	%
1950 (28 fév.-15 avril)*	15,700	14*	53,400	47*	\$ 494,800	11*	\$ 2,207,900	50*
1951 (1er jan.-31 mars)*	35,500	39*	53,000	60*	1,000,500	26*	2,871,600	74*
1952 (1er jan.-31 mars)	34,900	36	61,100	64	1,120,500	25	3,442,900	75
1953 (1er jan.-15 avril)	39,900	27	109,400	73	1,410,000	15	7,780,600	85
1954 (1er jan.-15 avril)	51,500	25	159,200	75	1,917,800	14	12,140,400	86
1955 (1er jan.-15 avril)	55,900	22	194,100	78	1,917,800	20	23,158,100	80
1956 (30 déc.-21 avril)	101,100	40	154,600	60	5,732,600	36	24,477,100	64
1957 (29 déc.-20 avril)	144,000	69	64,800	31	19,820,300	67	9,797,200	33
1958 (30 nov.-57-28 juin/58)	220,800	47	249,700	53	50,920,700	47	58,878,700	53
1959 (30 nov.-58-16 mai/59)	226,000	58	188,300	42	59,993,800	61	38,389,400	39
1960 (29 nov.-59-21 mai/60)	284,700	64	159,100	36	70,477,300	71	28,573,000	29
1961 (27 nov.-60-20 mai/61)	278,100	60	187,600	40	73,990,600	66	38,145,600	34
1962 (26 nov.-61-19 mai/62)	236,600	63	138,800	37	60,522,000	68	28,363,300	32
1963 (25 nov.-62-18 mai/63)	243,500	68	117,100	32	62,955,900	72	23,942,000	28
1964 (1er déc.-63-16 mai/64)	214,500	67	102,600	33	54,382,000	72	20,673,000	28
1965 (29 nov.-64-15 mai/65)	193,800	68	96,800	32	48,853,000	72	19,329,000	28

*Ces deux années-là, on a aussi payé des prestations saisonnières à des personnes qui n'avaient pas droit aux prestations ordinaires et qui avaient travaillé dans l'exploitation des bois et certains autres emplois devenus assurables depuis peu. Durant ces deux années, 45,166 personnes ont ainsi touché en tout \$1,794,050. Cette disposition a cessé d'être en vigueur après 1951.

A. Note: Voici comment s'expliquent une bonne part des fluctuations dans la corrélation entre les prestations saisonnières du groupe A et celles du groupe B. Avant la période de prestations saisonnières de 1957 (du 1er janvier au 20 avril), la majorité des réclamants établissaient des réclamations de prestations saisonnières du groupe B car cette catégorie était la plus favorable. Mais à compter de la période de prestations saisonnières de 1957, les réclamants qui n'étaient pas admissibles aux prestations ordinaires devaient d'abord faire valoir leurs droits du groupe B (période de prestations ordinaires devant avoir pris fin après le 15 avril). Il n'était plus question pour eux de toucher les prestations saisonnières de la catégorie qui leur était la plus favorable.

ANNEXE VIII (B) suite

5. Les frais d'administration de la Commission d'assurance-chômage ont été les suivants:

1965*	1966	
	\$ 27,101,657	Salaires, traitements et indemnités
	3,491,000	Locaux
	1,541,500	Contributions à la pension de retraite
	1,369,500	Service de comptabilité et d'émission des chèques
	1,240,000	Commission versée au ministre des Postes
	1,223,407	Papier, fournitures, accessoires et mobilier de bureau
	825,617	Affranchissement
	780,761	Frais de voyage et de déménagement
		Téléphone, télégrammes et autres moyens de communication
	337,400	Honoraires et frais de déplacement de l'arbitre, du comité consultatif, des comités national, régionaux et locaux de placement et des conseils arbitraux
	208,598	Services professionnels et spéciaux
	207,814	Primes versées d'assurance collective chirurgicale-médicale des employés
	153,000	Services du corps des commissionnaires
	120,403	Publication des rapports de la Commission et d'autres imprimés
	109,776	Transport, chemin de fer et camion
	85,254	Expédition du courrier en franchise
	50,600	Autres dépenses
\$ 39,062,581	\$ 38,987,762	

* Les frais d'administration mis au compte de la Commission comprennent ceux du Service national de placement dont la Commission assurait l'administration jusqu'au 31 mars 1965. Afin de ne pas fausser la comparaison avec les frais d'administration de l'année courante, les frais relatifs au Service national de placement, estimés au juger, ont été soustraits des chiffres de l'année 1965.

ANNEXE VIII (B)

CAISSE D'ASSURANCE-CHÔMAGE

Notes concernant les états financiers

1. Les comptes de la Caisse sont tenus d'après la comptabilité de gestion. L'état de situation ne tient donc pas compte des contributions et autres sommes à recevoir, y compris les prestations payées en trop se montant à \$4,058,000 (\$3,994,000 au 31 mars 1965), ni des prestations revenant aux réclamants à la fin de l'année.
2. Le montant des mandats non rachetés ne comprend pas les mandats non encaissés depuis plus de trois ans.
3. Le montant des prestations versées figurant à l'état des recettes et des dépenses comprend les prestations saisonnières estimées à \$59,532,542 pour l'année 1965-1966, et à \$69,370,125 pour l'année 1964-1965.
4. Les frais globaux du Gouvernement du Canada en matière d'assurance-chômage (à l'exclusion des sommes qu'il dépense à titre d'employeur-contributeur) se répartissent ainsi qu'il suit:

	1966	1965
Contributions à la Caisse (à raison d'un cinquième des contributions réunies des employeurs et des employés conformément à l'article 83c) de la Loi	\$ 65,663,739	\$ 62,150,255
Frais d'administration de la Commission d'assurance-chômage conformément à l'article 10 de la Loi (note 5):		
Dépenses imputées sur le crédit no 1 de la Commission d'assurance-chômage (crédit no 30 du ministère du Travail en 1964-1965)	\$ 32,373,862	32,641,781
Valeur estimative des locaux, des services de comptabilité et de divers services fournis par d'autres ministères	6,613,900	6,420,800
	<u>38,987,762</u>	<u>39,062,581</u>
	<u>\$104,651,501</u>	<u>\$101,212,836</u>

ANNEXE VIII (A) CAISSE D'ASSURANCE-CHÔMAGE

État des recettes et des dépenses pour l'année close le 31 mars 1966
(Avec chiffres comparatifs pour l'année close le 31 mars 1965)

<i>Recettes:</i>		1966	1965
Contributions des employeurs et des employés —			
Payées en bloc	\$208,064,222		\$191,101,653
Payées au moyen de timbres	111,949,523		107,146,647
Payées au moyen du compteur	9,196,044		13,126,202
	<u>\$329,209,789</u>		<u>\$311,374,502</u>
Moins remboursements	891,092		623,226
			<u>\$310,751,276</u>
Contributions du Gouvernement du Canada (Note 4)			
			65,663,739
Revenu des placements			
			4,670,950
Amendes			
			<u>146,269</u>
			<u>\$398,799,655</u>
			<u>\$374,815,131</u>
<i>Dépenses:</i>			
Prestations versées (Note 3):			
Ordinaires	\$287,573,393		\$323,298,124
de pêcheur	<u>10,239,856</u>		<u>11,732,063</u>
			<u>\$335,030,187</u>
Intérêt sur emprunts			
			—
			<u>\$297,813,249</u>
			<u>\$335,193,249</u>
Excédent des recettes sur les dépenses			
			<u>\$100,986,406</u>
			<u>\$ 39,621,882</u>

Les notes ci-jointes font partie intégrante des états financiers.

ANNEXE VIII
CAISSE D'ASSURANCE-CHÔMAGE
 (Établie en vertu de la Loi sur l'assurance-chômage)
État de la situation au 31 mars 1966
 (avec chiffres comparatifs du 31 mars 1965)

<i>Actif</i>	<i>1966</i>	<i>1965</i>	<i>Passif</i>	<i>1966</i>	<i>1965</i>
Dépôt chez le Receveur Général du Canada	\$ 5,881,351	\$ 6,978,378	Mandats non rachetés	\$ 13,399,571	\$ 11,336,931
Dépôts dans les banques pour le rachat des mandats	7,689,919	6,054,726	Dépôts des employeurs	7,199,198	6,490,268
Avances aux bureaux locaux pour le paiement en espèces des prestations	—	1,248,603	Dépôt du ministère des Travaux pour le paiement des allocations d'aide de transition	50,000	—
Montant recouvrable à même les crédits parlementaires	—	50,605	Solde de la Caisse:		
Intérêts courus sur placements	4,560,668	991,650	Au début de l'année	\$ 40,496,763	874,881
Placements:			A ajouter: Excédent des recettes sur les dépenses pour l'année, d'après l'état ci-joint	100,986,406	39,621,882
Obligations non négociables du Gouvernement du Canada portant intérêt, remboursables au pair sur préavis de 30 jours	144,000,000	43,000,000	En fin d'année	141,483,169	40,496,763
	<u>\$162,131,938</u>	<u>\$ 58,323,962</u>		<u>\$162,131,938</u>	<u>\$ 58,323,962</u>

Les notes ci-jointes font partie intégrante des états financiers.

Certifié conforme

Approuvé

J'ai vérifié l'état de situation et l'état des recettes et dépenses y relatif et j'en ai fait rapport au ministre du Travail en date du 19 juillet 1966.

Agent en chef du Trésor par intérim

Commissaire en chef

Auditeur Général du Canada

ANNEXE VII CAISSE D'ASSURANCE-CHÔMAGE

État des revenus et des dépenses pour l'année close le 31 mars 1966 (Avec chiffres comparatifs pour l'année close le 31 mars 1965)

<i>Recettes:</i>		1966	1965
Contributions des employeurs et des employés —			
Paiement en bloc	\$208,064,222		\$191,101,653
Timbres	111,949,523		107,146,647
Complet	9,196,044		13,126,202
Moins: — remboursements	\$329,209,789		\$311,374,502
	891,092		623,226
Contributions du Gouvernement du Canada		\$328,318,697	\$310,751,276
Revenu des placements		65,663,739	62,150,255
Amendes perçues		4,670,950	1,792,496
		146,269	121,104
		\$398,799,655	\$374,815,131
<i>Dépenses:</i>			
Paiement de prestations:			
Ordinaires	\$287,573,393		\$323,298,124
Pêche	10,239,856		11,732,063
Intérêts sur les emprunts		\$297,813,249	\$335,030,187
		—	163,062
Excédent des dépenses sur les revenus		\$100,986,406	\$335,193,249
			\$ 39,621,882

NOTA: Les paiements de prestations indiqués ci-dessus comprennent les prestations saisonnières (estimations) suivantes: 1965-66, \$59,532,542; 1964-65, \$69,370,125.

ANNEXE VI

POURSUITES CONTRE LES DÉLINQUANTS EN VERTU DE LA LOI
ET DES RÉGLEMENTS SUR L'ASSURANCE-CHÔMAGE

Nature des poursuites		Poursuites contre des employeurs qui ont enfreint la Loi et les Règlements						Poursuites contre des réclamants qui ont obtenu des prestations par des fausses déclarations		Total	
Reportées de 1964-65	Entamées au cours de l'année financière 1965-66	194	1,494	1,404	1,338	45	21	283	412	2,088	3,582
Poursuites à bonne fin	Con- danna- tions	Pour- suites retrées ou aban- données	Acquit- tements	Pour- suites en instance	43	766	22	483	3,272	3,421	606

ANNEXE V

STATISTIQUES DES ENQUÊTES — ANNÉE FINANCIÈRE 1965-1966

(Réclamants)

Région et *Nombre d'agents de l'exécution de la Loi	Déclarations soupçonnées fraudeuses	Enquêtes de contrôle et diverses enquêtes total	Moyenne d'enquêtes par agent d'exécution de la Loi	MESURE PUNITIVE	
				Poursuites recom- mandées	Pénalités imposées en vertu de l'article 65
Atlantique (15) ...	3,361	11,754	15,115	1,007.6	271
Québec (33)	10,322	24,668	34,990	1,060.3	946
Ontario (32)	6,381	23,027	29,408	919.0	559
Prairies (13)	3,061	11,478	14,539	1,118.4	198
Pacifique (14)	1,785	12,167	13,952	996.6	179
Total (107)	24,910	83,094	108,004	1,009.3	2,153
					8,844

*Le nombre d'agents de l'exécution de la Loi est le nombre moyen d'agents en fonction, le calcul se fondant sur le nombre de jours-hommes de travail accomplis durant l'année financière.

ANNEXE IV

NOMBRE DE RÉCLAMANTS "ACTIFS" LE DERNIER JOUR DE CHAQUE MOIS EN 1965-1966

Provinces	Avril	Mai	Juin	Juillet	Août	Septembre	Octobre	Novembre	Décembre	Janvier	Février	Mars
Terre-Neuve	¹ 11,838 ² 12,339 ³ 29	9,140	4,988	4,073	3,500	3,536	4,533	8,909	16,332	18,802	17,632	15,256
		20	8	8	29	23	19	848	10,208	15,697	17,769	16,027
								17	21	31	40	47
Ile-du-Prince-Édouard	¹ 2,679 ² 12	1,206	717	740	700	590	627	1,886	3,045	3,443	3,136	2,910
		8	8	11	6	6	7	118	2,087	3,158	3,495	3,454
								17	8	11	18	16
Nouvelle-Écosse	¹ 15,921 ² 11,259 ³ 176	11,598	8,888	8,171	7,903	9,619	8,475	12,411	19,734	21,763	21,882	20,271
		80	102	75	77	73	86	287	5,490	11,124	12,418	12,629
								67	64	108	150	155
Nouveau-Brunswick	¹ 16,259 ² 13,657 ³ 158	11,541	7,467	6,970	6,516	6,178	7,449	12,113	19,246	20,781	20,865	19,722
		61	69	74	53	55	50	345	6,581	11,464	13,311	13,726
								36	73	127	188	171
Québec	¹ 109,900 ² 44,616 ³ 1,553	79,378	60,699	58,643	51,900	48,846	57,705	81,451	118,267	126,328	130,179	123,273
		796	792	683	609	598	545	644	14,467	25,955	33,712	38,912
								728	697	955	1,052	1,052
Ontario	¹ 87,810 ² 31,530 ³ 1,034	62,432	57,908	70,320	68,883	55,953	54,441	67,477	92,366	114,227	115,764	99,497
		517	467	394	475	592	311	1,153	14,619	21,074	26,945	29,823
								324	328	484	568	701
Manitoba	¹ 15,349 ² 6,300 ³ 46	10,068	7,264	6,759	6,158	5,491	5,813	8,399	14,881	16,371	17,421	14,830
		28	18	20	17	40	66	131	2,214	4,255	4,632	5,493
								75	57	54	49	58
Saskatchewan	¹ 10,033 ² 4,006 ³ 101	5,619	3,788	3,357	3,070	3,148	3,489	6,490	10,835	14,386	13,804	11,123
		53	36	31	29	30	29	29	38	2,983	4,053	4,384
										48	55	54
Alberta	¹ 18,717 ² 6,381 ³ 45	13,386	9,135	7,419	6,515	6,683	7,015	12,005	15,473	20,161	17,552	13,905
		21	27	16	13	21	25	31	50	34	97	102
Colombie-Britannique	¹ 30,096 ² 11,414 ³ 357	25,099	19,836	17,974	17,306	17,279	20,861	29,205	40,983	45,584	37,617	34,584
		162	166	132	112	84	94	422	7,588	11,859	12,697	12,909
								110	126	163	229	254
Total	¹ 317,782 ² 145,147 ³ 3,511	229,467	180,690	184,426	172,451	157,323	170,408	240,346	351,162	401,846	395,852	355,371
								4,271	66,808	109,922	134,598	142,642
								1,424	1,462	2,035	2,406	2,590

1. Ordinaires 2. Saisonniers 3. "Malades" compris dans nos 1 et 2.

ANNEXE III

MONTANT BRUT DE PRESTATIONS PAYÉES, RAISONS POUR LESQUELLES LES RÉCLAMATIONS ONT ÉTÉ REFUSÉES EXCLUSIONS ET NOMBRE DE RÉCLAMATIONS ENTRE ÉTATS PENDANT L'ANNÉE 1965-1966, PAR PROVINCE

	Total	Terre-Neuve	Île-du-Prince-Édouard	Nouvelle Écosse	Nouveau Brunswick	Québec	Ontario	Manitoba	Saskatchewan	Alberta	Colombie-Britannique
PRESTATIONS ORDINAIRES PAYÉES du 1er avril 1965 au 31 mars 1966	228,280,706	9,945,772	1,594,033	11,668,624	10,764,839	80,938,736	69,790,933	10,317,423	6,915,929	11,251,694	25,092,723
PRESTATIONS SAISONNIÈRES PAYÉES du 1er avril 1965 au 31 mars 1966	59,552,543	7,491,702	1,380,594	4,481,131	5,085,247	16,828,874	12,070,237	2,478,774	1,898,331	2,236,017	5,485,636
Total	297,813,249	17,437,474	2,974,627	16,149,755	15,850,086	97,765,610	81,861,170	12,796,197	8,814,260	13,587,711	30,578,359
*RAISONS DU REFUS DES RÉCLAMATIONS ORDINAIRES Pas 30 semaines — Art. 45(1a) Pas 8 semaines — Art. 45(1b) Pas 24 semaines — Art. 45(2) Pas 6 semaines — (Pêche).	197,014 128,864 97,340 115	16,752 8,852 6,914 1	2,921 1,593 1,458 —	13,041 7,517 5,784 46	11,703 9,134 9,297 1	56,912 41,181 33,987 1	51,070 33,421 20,128 —	6,873 5,656 3,408 —	5,516 4,422 2,363 —	9,021 5,445 3,523 —	23,205 11,643 10,477 62
Total	423,333	32,519	5,972	26,388	30,136	132,081	104,619	15,937	12,302	17,989	45,390
RAISONS DES EXCLUSIONS Non-observance des instructions Incapable de travailler Non disponible pour emploi Perte d'emploi attribuable à un différend de travail Refus d'une offre d'emploi Négligence de saisir l'occasion de travailler Négligence d'observer des instructions Absence du cours d'instruction Perte d'emploi par suite d'inconduite Départ volontaire sans motif valable Interné dans une prison ou résident hors du Canada Négligence de déposer son livret d'assurance, etc. Perte de représentation Perte de capacité — autres raisons Perte d'emploi — incapacité, etc. Gains — détermination et attribution	11,230 11,810 94,025 10,894 15,567 2,212 4,030 1,694 17,056 94,067 510 43,190 16,715 102 5,940 74,621	361 323 1,978 78 239 13 10 14 364 2,770 15 1,308 612 9 205 995	78 73 467 221 221 4 2 11 84 371 4 111 145 3 26 176	581 534 3,116 147 970 71 42 36 530 3,866 23 1,212 991 5 497 1,509	430 534 2,835 75 550 41 10 45 555 3,244 43 1,208 680 46 407 1,434	3,990 1,777 27,448 1,257 4,943 1,022 1,866 619 6,342 28,348 93 16,786 7,316 1,442 23,334 126,183	3,294 5,627 34,239 8,611 5,225 662 1,558 920 5,713 29,753 197 12,875 4,244 1,922 37,477 152,321	731 235 5,154 76 671 44 283 140 319 3,097 30 1,187 493 4 118 1,883	561 260 3,281 47 590 29 29 34 303 2,286 6 634 309 8 103 935	540 489 5,640 11 774 60 181 58 1,914 5,763 16 1,699 598 3 285 1,939	664 1,773 9,867 587 1,384 266 49 117 1,914 14,569 83 6,170 1,328 23 1,035 4,939
RÉCLAMATIONS ENTRE ÉTATS Réclamations déposées au Can. par des réclamants américains Réclamations déposées au E.-U. par des réclamants canadiens	403,809 3,351 1,845	9,338 53 —	1,781 5 —	14,397 176 —	12,144 349 25	126,183 1,223 424	152,321 768 717	14,540 79 324	9,415 38 —	18,913 112 —	44,777 548 305

*Périodes de prestations ordinaires subseqüemment établies à l'égard de

(1) 16,973
(2) 8,406
(3) 5,300
(4) 2

Réclamants.
"
"
"

ANNEXE II

NOMBRE DE RÉCLAMATIONS REÇUES ET DÉCISIONS, ANNÉE 1965-1966 PAR PROVINCE

RÉCLAMATIONS INITIALES:										
En instance le 31 mars 1965										
— En personne										
— Par la poste										
Total										
Approuvées — prestations ordinaires:	46,699	1,795	344	1,848	2,062	18,071	13,538	1,677	1,246	2,639
Sans exclusion	896,240	16,741	5,398	43,398	34,977	284,971	306,032	30,767	19,762	3,529
Avec exclusion	293,377	38,316	4,848	19,993	27,023	90,410	49,587	14,178	12,891	113,594
Approuvées — prestations de pêche:										
Sans exclusion	404	88	10	198	58	9	4	2	—	—
Avec exclusion	89	31	1	52	2	—	1	—	—	35
Approuvées — prestations saisonnières:										
Sans exclusion	212,914	14,015	3,069	12,184	17,621	68,103	52,491	9,253	7,714	9,254
Avec exclusion	20,940	953	165	823	947	7,520	5,633	817	796	1,018
Sans exclusion										
Approuvées — pr. saisonnières — pêche:										
Avec exclusion	26,457	9,581	1,789	5,870	3,342	755	634	576	3	44
Sans exclusion	782	358	28	114	75	26	11	23	1	5
Total approuvées:	1,036,102	47,713	9,367	56,196	53,751	323,520	312,576	40,361	29,152	49,336
Non approuvées — pr. ordinaire ou sais.	162,240	7,612	921	7,397	8,151	55,677	45,850	5,268	3,788	7,668
En instance le 31 mars 1966:	37,974	1,527	302	1,646	2,160	14,205	10,736	993	959	1,727
Total approuvées, non app. et pendantes:	1,226,316	56,852	10,590	65,239	64,062	393,402	369,162	46,622	33,899	58,731
RÉCLAM. RENOUVELÉES ET REVISEES:										
En instance le 31 mars 1965	24,564	637	77	893	807	9,366	7,511	767	438	1,446
En instance le 31 mars 1966	798,978	22,219	3,971	37,378	32,357	283,037	241,024	28,980	17,770	36,370
Reçues du 1er avril 1965 au 31 mars 1966										
Total	823,542	22,856	4,048	38,271	33,164	292,403	248,535	29,747	18,208	37,816
Approuvées:										
Sans exclusion	540,322	16,206	2,659	27,518	23,613	109,311	156,900	19,279	11,627	24,731
Avec exclusion	206,364	4,681	1,017	7,861	6,552	70,845	69,877	7,720	4,782	9,343
Non approuvées:										
Appels à l'arbitrage	37,059	974	168	1,478	1,555	16,810	9,205	1,275	610	9,343
Appels à l'arbitrage	19,611	276	78	660	438	5,345	6,486	1,051	705	1,618
En instance le 31 mars 1966	114	1	—	4	2	30	48	1	—	4
En instance le 31 mars 1966	20,072	718	126	750	804	7,756	5,739	415	484	810
Total	823,542	22,856	4,048	38,271	33,164	292,403	248,535	29,747	18,208	37,816
Antidates — approuvées	2,936	66	9	99	102	749	1,193	98	62	170
— non approuvées	3,347	199	4	225	74	636	1,207	149	122	287
Prolongation — période d'admissibilité:										
— approuvée	14,850	241	46	476	600	5,667	4,259	490	262	931
— non approuvée	2,982	132	12	132	133	2,352	1,150	255	88	466
Personne à charge — non approuvée	18,733	1,413	124	939	1,035	6,347	5,589	638	353	840

ANNEXE I

BUREAUX DE LA COMMISSION D'ASSURANCE-CHÔMAGE

Bureau central : OTTAWA (Ontario)

BUREAUX RÉGIONAUX

Région de l'Atlantique : Moncton (N.-B.)
Région du Québec : Montréal (P.Q.)
Région des Prairies : Winnipeg (Man.)
Région du Pacifique : Vancouver (C.-B.)

BUREAUX LOCALS

Welland	Fort Erie	L'Assomption	Terre-Neuve
Weston	Fort Frances	La Tuque	Corner Brook
* Windsor	* Fort William	Lévis	* Grand Falls
Woodstock	Galt	Louiseville	* St. John's
Manitoba	Goderich	Maniwaki	* Charlottetown
* Brandon	Magog	Matane	* Summerside
Dauphin	Hamilton	Mont-Laurier	Nouvelle-Écosse
Portage-la-Prairie	Hawkesbury	* Montmagny	Amherst
The Pas	Kapuskasing	Est	Bridgewater
* Winnipeg	* Kenora	* Nord	Glace Bay
Saskatchewan	* Kirkland Lake	Quest	* Dartmouth
Moose Jaw	* Kitchener	New-Richmond	* Halifax
North Battleford	Leamington	Port-Alfred	* Inverness
Prince Albert	Lindsay	* Québec	* New Glasgow
* Regina	* London	* Rimouski	New Waterford
* Saskatchewan	Long Branch	* Rivière-du-Loup	Springhill
Swift Current	Midland	Roberval	Sydney Mines
Yorkton	Napawee	* Rouyn	Yarmouth
Alberta	Newmarket	Sainte-Agathe-	* Sydney
* Calgary	Niagara Falls	des-Monts	Saint-Hyacinthe
* Edmonton	* North Bay	Saint-Jean	* Bathurst
Grande-Prairie	Oakville	Sainte-Thérèse	* Campbellton
* Leithbridge	* Orillia	Sept-Îles	* Edmundston
* Medicine Hat	* Oshawa	* Shawinigan	* Moncton
Red Deer	* Ottawa	* Sherbrooke	* Newcasale
Colombie-Britannique	* Owen Sound	* Thetford-lès-Mines	* Saint John
Chilliwack	* Parry Sound	* Trois-Rivières	Saint Stephen
Courtenay	* Pembroke	Val-d'Or	Sussex
Cranbrook	Perth	Victoriaville	Woodstock
Dawson-Creek	Peterborough	Ville-Saint-Georges	Quebec
Duncan	Port Arthur		
Kamloops	Port Colborne		
Kelowna	Prescott		
Mission-City	* Renfrew		
Nanaimo	* St. Catharines		
* Nelson	Santa Thomas		
* New Westminster	Sault-Sainte-Marie		
* Penticon	Simcoe		
Port-Alberni	Smiths Falls		
* Prince-George	Stratford		
Quesnel	* Sudbury		
* Trail	Tillsonburg		
* Vancouver	* Timmins		
10e avenue	* Toronto		
* Vernon	rue Dundas		
* Victoria	Quest		
Territoire du Yukon	Trenton		
Whitehorse	Wallaceburg		

La Malbaie	Elliot Lake	Ontario	Barrie
Lac-Mégantic	Dunnville		
* Jonquière	* Cornwall		
* Joliette	* Collingwood		
* Hull	Cobourg		
Granby	Clarksburg		
Gaspé	Chatham		
* Drummondville	Carleton Place		
Dolbeau	Burlington		
* Chicoutimi	Brockville		
* Chandler	* Brantford		
* Causapscal	Brampton		
Cartierville	Bracebridge		
Buckingham	Belleville		
Beauharnois	Barrie		
Bate-Comeau			
* Alma			

Au cours de l'année, les services téléphoniques dans tous les bureaux ont été séparés de ceux du SNP par l'établissement d'une nouvelle ligne dans la plupart des cas. Toutefois là où les circonstances et les conditions le permettent, les deux services se partagent l'équipement téléphonique, mais ont des numéros distincts.

FRAIS D'ADMINISTRATION DE LA COMMISSION D'ASSURANCE-CHÔMAGE POUR LA PÉRIODE ALLANT DU 1^{er} AVRIL 1965 AU 31 MARS 1966

(1) Salaires et traitements	\$26,995,796
(1) Surtemps	102,042
(2) Allocations de subsistance et autres	3,818
(4) Services professionnels et spéciaux	207,814
(4) Commission versée au ministère des Postes	1,240,000
(4) Corps des commissionnaires	120,403
(5) Frais de déplacement et de déménagement	780,762
(6) Transport (chemin de fer et camion)	85,254
(7) Affranchissement	825,617
(8) Téléphone, télégrammes et autres moyen de communication	337,400
(9) Publication des rapports de la Commission et d'autres imprimés	109,776
(10) Matériel d'exposition, annonces, films, radio et étalages	1,734
(11) Papier, fournitures, accessoires et mobilier de bureau	1,223,482
(12) Timbres d'assurance-chômage	32,732
(12) Fournitures et approvisionnements	4,617
(15) Location de bureaux	826
(16) Acquisition de matériel	6,835
(17) Réparation et entretien de matériel	4,391
(19) Services de ville	920
(21) Contributions d'assurance-chômage	22,353
(22) Arbitre, comité consultatif national, conseils arbitraux	208,598
(22) Divers	58,692
	<u>\$32,373,862</u>

CONCOURS RESTREINTS TENUS ET APPELS INTERJETÉS ENTRE

le 1er avril 1965 et le 31 mars 1966

Région	Nombre de concours		Nombre d'appels		Appels examinés		Appels révoqués		Appels retirés	
	con-	Appels	rejetés	admis	demande	général	général	général	général	général
Atlantique	57	5	1	3	3	—	1	—	1	1
Québec	119	8	4	2	2	1	1	—	3	2
Ontario	145	16	9	4	4	1	1	—	3	3
Prairies	65	5	4	—	—	—	—	—	1	1
Pacifique	55	2	1	—	—	—	—	—	1	1
Bureau central	134	19	17	1	1	—	—	—	1	1
Appels interjetés contre des mesures disciplinaires	—	12	8	1	—	—	—	—	3	3
Total	575	55	36	10	10	2	9	—	12	12

Bureaux de la Commission

Au 31 mars 1966, la Commission dirigeait 201 bureaux à plein temps, dont cinq bureaux régionaux et 196 bureaux locaux permanents.

La Commission a poursuivi son programme de nomination d'agents dont les fonctions consistent à remplir les documents nécessaires pour les demandeurs de prestations d'assurance-chômage qui habitent trop loin du bureau d'assurance-chômage pour pouvoir s'y rendre sans inconvénient et qui peuvent ainsi faire leur demande de prestations sans perte de temps inutile. Cette facilité réduit aussi le nombre de lettres échangées avec les demandeurs de prestations.

Le 31 mars 1966, la Commission comptait 262 agents en fonctions, soit 99 dans la région de l'Atlantique, 80 dans la région du Québec, 21 dans la région de l'Ontario, 38 dans la région des Prairies et 24 dans la région du Pacifique.

La Commission, conjointement avec le SNP, a utilisé 44 postes télex qui desservaient la plupart des bureaux dans le pays entier. Le réseau permet d'assurer des communications rapides, modernes et économiques et de grandement accélérer le traitement des demandes de prestations par la CAC et les placements du SNP.

Afin d'assurer un service rapide aux demandeurs de prestations de la province de Terre-Neuve, la Commission a loué un réseau de télétype qui relie Saint-Jean (Terre-Neuve) au bureau régional de l'Atlantique à Moncton entre le 15 octobre et le 15 avril. C'est à cette époque de l'année que les liaisons aériennes et maritimes sont entravées par le mauvais temps et que le courrier est souvent retardé.

Le roulement du personnel accuse une augmentation par rapport à l'année précédente. Voici les chiffres des quatre dernières années: 1962-1963, 8.77 p. 100; 1963-1964, 9.87 p. 100; 1964-1965, 11.22 p. 100; et 1965-1966, 16.62 p. 100.

Division de la planification et du perfectionnement de la main-d'oeuvre

Au cours de l'année écoulée, la Division de la formation et du perfectionnement du personnel a subi une réorganisation profonde et, en adoptant de nouvelles conceptions, s'est également donné une nouvelle désignation: celle de la Division de la planification et du perfectionnement de la main-d'oeuvre. Le personnel de cette division est maintenant plus nombreux et une attention toute particulière est accordée à la planification de la main-d'oeuvre au sein de la Commission, au remaniement du présent régime de notation et d'appréciation des employés et à la mise en train de recherches portant essentiellement sur le personnel. En outre, la Division poursuit d'autres programmes de formation du personnel, de remboursement des frais de scolarité aux employés qui suivent des cours et d'organisation des concours d'avancement.

Plusieurs cours de perfectionnement des cadres ont été organisés à l'intention du personnel de surveillance en vue d'améliorer leurs idées, d'accroître leurs connaissances et de perfectionner leurs aptitudes techniques. Ces cours qui se suivent sans interruption, sont suivis par les employés qui manifestent des qualités qui les rendent susceptibles de perfectionnement.

Au cours de l'année un programme complet de formation des préposés au calcul des prestations a été élaboré et les cours existants révisés selon le besoin. L'inscription aux cours de formation professionnelle de la Commission s'est maintenue à un niveau satisfaisant: 158 employés ont terminé le cours de formation professionnelle générale; 24 ont réussi un cours de formation professionnelle qui les préparait au travail de fonctionnaire de l'assurance fondé de pouvoirs restreints tandis que 42 ont réussi un cours semblable préparant au travail de fonctionnaire de l'assurance fondé de pleins pouvoirs. A l'heure actuelle, 582 employés poursuivent leurs études en suivant l'un ou l'autre de ces trois cours.

Le Programme de remboursement des frais de scolarité a attiré 437 demandes dont 393 ont été approuvées. Dans le cadre de ce programme, 176 employés ont terminé un cours approuvé et un montant de \$5,308 leur a été remboursé.

Des études spéciales portant sur la planification de la main-d'oeuvre sont projetées afin de déterminer, en tenant compte de la situation en évaluation, les besoins de la Commission en personnel. Ces études se feront par occupations en vue d'établir les grandes lignes d'action en matière de recrutement et de réadaptation professionnelle.

Nous sommes toutefois d'avis que l'intérêt à l'égard de ce programme augmentera l'an prochain, une fois que l'assurance aura été acceptée comme fonction autonome et que de nouvelles pratiques et formules auront été introduites.

Administration

Division des cadres et de la classification

Le 1er avril 1965 le Service national de placement a été rattaché au ministère du Travail, opération accompagnée de la mutation de 4,195 employés, y compris une division comportant des fonctionnaires d'administration, de gestion et des services administratifs et du personnel.

Afin de maintenir l'efficacité des opérations d'assurance-chômage, il fallait remplacer un certain nombre de ces employés et 252 nouveaux emplois ont donc été ajoutés à l'effectif de la Commission.

Au cours de l'année, l'effectif s'est accru de 79 nouveaux emplois afin de satisfaire aux besoins immédiats dans les domaines de l'enquête, de la vérification, des relations extérieures et de l'assurance.

Par suite de la revision annuelle de l'effectif pour l'année, 47 nouveaux emplois, dont un au bureau central, 4 aux bureaux régionaux et 42 aux bureaux locaux, ont été ajoutés.

L'activité en matière de classification a porté principalement sur la conversion des emplois de la Commission au nouveau régime de classification et de traitement appliqué à la fonction publique. Ce travail a exigé la décomposition de chaque emploi en ses divers éléments, la rédaction de la description des emplois et, de concert avec le Bureau de la classification et de la revision, leur conversion aux nouvelles catégories, groupes et niveaux du nouveau régime.

Au 31 mars 1966, le nombre d'employés réguliers faisant partie de l'effectif se chiffrait par 5,248 contre 9,126 (*) au 31 mars 1965. De plus, au 31 mars 1966, les employés occasionnels en fonction représentaient 64,78 années-homme contre 158,02 (*) au 31 mars 1965. Au cours de la période de pointe de l'année les employés occasionnels représentaient 95,88 années-homme contre 158,02 (*) en 1964-1965. Ces employés sont embauchés principalement pour aider à traiter le surcroît saisonnier de travail causé par les demandes de prestations d'assurance-chômage.

A la fin de l'année, le personnel était réparti ainsi qu'il suit:

	Régulier.	Occasionnel
	(Années-homme)	
Bureau central	328	7,44
Région de l'Atlantique	618	12,25
Région du Québec	1557	19,53
Région de l'Ontario	1527	17,01
Région des Prairies	667	4,47
Région du Pacifique	551	4,08

(* — Ces chiffres comprennent les années-homme du SNP).

qui réclamaient le remboursement partiel des salaires payés en vertu du régime.

Certaines vérifications par des visites personnelles ont été faites, pour la première fois, aux acheteurs de poisson établis sur la côte méridionale du Labrador.

Plusieurs vérifications de travaux municipaux d'hiver ont exigé beaucoup de temps à cause des nombreux ajustements qui ont dû être faits à l'égard des cotisations d'assurance-chômage versées par erreur ou à un taux erroné.

Normes et méthodes

Les vérificateurs de l'assurance-chômage ne remplissent plus la fonction de fonctionnaire des relations patronales pour le Service national de placement.

Le travail le plus important, toutefois, travail qui intéressait tant la section des méthodes et pratiques que celle du traitement des données, était l'étude sur l'application du traitement automatique des données au paiement des prestations. Cette étude a été commencée au mois d'avril 1965 dans l'intention de mettre au point un régime automatique de paiement des prestations, semblables à celui qui a servi lors de l'essai fait à Winnipeg en 1964-1965. Le régime serait mis à l'essai dans la zone de Montréal et finirait par s'étendre à toute la région du Québec.

Les constatations préliminaires faites à la suite de l'étude indiquent qu'il y aurait lieu d'envisager de centraliser les registres de paiement des prestations du pays entier et pas seulement des régions. Vu l'accès qu'a la Commission aux ordinateurs du service de traitement des données de l'Etat, Ottawa a été choisi pour y établir le registre central des réclamations. En plus du registre central à Ottawa, les auteurs de l'étude prévoient l'établissement de registres régionaux dotés d'ensembles électroniques plus modestes où les données de base seraient reçues des bureaux locaux, des bureaux régionaux et des réclamants, converties au langage de la machine et transmis directement au registre central à Ottawa qui expédierait les mandats, les déclarations et les avis directement aux réclamants. Bien que des progrès considérables aient été réalisés et que les résultats obtenus jusqu'à ce jour soient très encourageants, il faudra encore du temps pour perfectionner le système, l'essayer et le mettre au point en vue de sa mise en pratique.

Outre ce projet, la section des méthodes et pratiques a étudié le fonctionnement de la Division du service du matériel. A la suite de cette étude, la comptabilité du magasin central a été démenagée et installée dans l'édifice du bureau central. D'autres propositions touchant surtout le fonctionnement interne de la Division ont été acceptées et mises en pratique par étapes.

Le programme des primes à l'initiative a été appliqué tant aux employés de la Commission d'assurance-chômage qu'à ceux du Service national de placement pendant une partie de l'année. Depuis le départ du service de placement, le nombre total des propositions reçues a beaucoup diminué.

des leur entrée en service afin que les contributions puissent être tenues à jour. Des efforts ont également été faits en vue d'amener les employeurs à vérifier l'assurabilité de leurs employés au bureau local et à ne pas tenir pour acquis que les employés temporaires ou à temps partiel ne sont pas assurables.

Les contributions impayées et les pénalités imposées pendant l'année se sont élevées à \$3,952,074 et à \$156,162 respectivement. La proportion perçue est toujours élevée, une partie infime seulement étant impossible à recouvrer. À la fin de l'année, les contributions à recouvrer s'élevaient à \$880,090 et les pénalités à recouvrer, à \$42,908. Parmi les cas de contributions à recouvrer, 52,2 p. 100 étaient des cas de faillite comparativement à 51,6 p. 100 l'année précédente.

Au cours de l'année, les vérificateurs ont effectué 40,609 enquêtes. Il s'agit des visites faites aux employeurs à la suite de plaintes portant que les employeurs n'avaient pas fourni, lors de la cessation d'emploi, des livrets munis des timbres voulus ou de demandes, faites par les bureaux locaux, de vérifier des contributions douteuses constatées dans les livrets d'assurance au moment de la demande de prestations, ou d'autres plaintes du genre.

Outre leurs visites aux employeurs, les vérificateurs ont apparu 1,404 fois en cour relativement à des infractions qu'avaient commises les employeurs par leur manque de tenir des registres suffisamment complets, ou de remettre les registres de contributions aux bureaux locaux ou aux employés qui quittaient leur emploi ou par leur refus de soumettre leurs registres à la vérification ou de se conformer à des demandes semblables. Il y a eu, par rapport à l'année précédente, une augmentation considérable du nombre de rapports qu'ont présentés les vérificateurs sur les infractions commises par les employeurs.

Durant leurs visites aux employeurs, les vérificateurs distribuent des feuillets de renseignements afin d'assurer l'appui et la collaboration des employeurs, surtout en ce qui concerne la nécessité de fournir des renseignements exacts relativement aux réclamations. Plusieurs vérificateurs de district ont signalé que les employeurs étaient contents de recevoir les feuillets de renseignements sur l'assurance-chômage que leur expédiait de temps à autre la Commission.

Une bonne partie du temps des vérificateurs était consacrée aux modalités de remboursement des cotisations versées à l'égard d'employés dont les gains avaient dépassé le plafond de l'assurance et qui n'avaient pas demandé de rester assurés ou à l'obtention des formules nécessaires de ceux qui désiraient rester assurés et verser et la part de l'employeur et la leur de la cotisation. Les vérificateurs ont vérifié le solde en caisse dans 51 bureaux locaux. Au cours de l'année, l'élimination progressive du paiement des prestations en espèces s'est terminée de sorte que les bureaux locaux ne conservent plus d'argent pour cette fin.

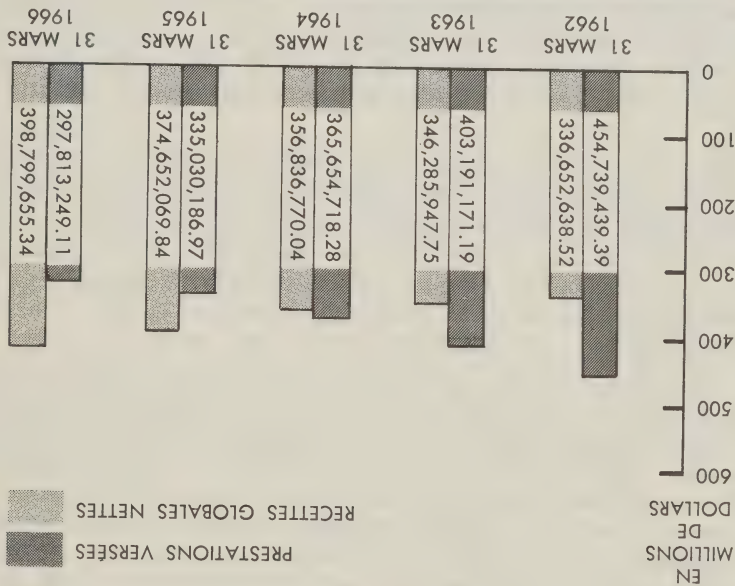
Bien que le programme d'encouragement à l'emploi et à la formation des travailleurs âgés ait été discontinué, les vérificateurs de l'assurance-chômage ont effectué 576 postvérifications des réclamations d'employeurs

réclivés entraînant l'imposition d'une pénalité de 10% de la dette de cotisation.

Au cours des années, il y a eu une augmentation considérable des appels des employeurs contre les impositions et les pénalités, mais très peu d'appels ont été admis. Plusieurs cas d'imposition étaient imputables au fait que les employeurs supposaient à tort que les contributions n'étaient pas exigibles à l'égard des employés temporaires ou à temps partiel.

Des efforts particuliers ont été fait par les vérificateurs pour renseigner les employeurs quant à la nécessité d'obtenir le livret d'assurance des employés

CAISSE D'ASSURANCE-CHÔMAGE RECETTES ET DÉPENSES ANNUELLES AU 31 MARS, DE 1961-1962 À 1965-1966



Année financière	31 mars	Contributions		Intérêt et Divers	Recettes Nettes	Prestations Versées
		Employeur	Etat			
1962	31 mars	277.8	55.6	3.3	336.7	454.7
1963	31 mars	286.4	57.3	2.6	346.3	403.2
1964	31 mars	296.6	59.3	0.9	356.8	365.7
1965	31 mars	310.7	62.2	1.8	374.7	335.0
1966	31 mars	328.3	65.7	4.8	398.8	297.8

La comparaison suivante porte sur le nombre de saisies-arrets et de poursuites en Cour de l'Échiquier et les montants perçus:

1964-65		1965-66	
Montant	Nombre	Montant	Nombre
<hr/>			
Employeurs - Saisies-arrets	1,236	\$107,524.72	1,445
Poursuites en Cour de l'Échiquier	39	1,139.27	46
.....	2,916	183,546.65	3,094
Réclamants - Saisies-arrets	54	3,704.00	69
Poursuites en Cour de l'Échiquier			
			10,955.17
			165,962.14

Vérification

Le personnel de la vérification de la Commission a pour fonction de veiller à ce que les employeurs versent les contributions voulues à l'égard des travailleurs qui occupent un emploi assurable, que ces contributions soient portées comme il se doit au crédit des employés en cause et qu'aucune contribution ne soit versée à l'égard de travailleurs qui ne sont pas assurables. Dans l'exercice de cette fonction, les vérificateurs des services extérieurs de la Commission visitent les employeurs pour examiner leurs registres, les renseigner quant à l'application de la Loi et du Règlement sur l'assurance-chômage et leur donner des conseils concernant la tenue des registres.

Au cours de l'année, une section supplémentaire de vérification a été établie au bureau de vérification du district de Montréal avec mission de s'occuper des nombreux employeurs qui préparent l'Exposition de 1967. L'effectif total des vérificateurs était de 513 au 31 mars 1966, soit, avec les 218 employés de bureau, 731 personnes en tout. Les postes vacants de vérificateur étaient nombreux, certaines zones ayant été sans vérificateur pendant plus d'un an, fait qui a sérieusement retardé l'exécution du programme de vérification.

Les dossiers de vérification des employeurs sont répartis sur 38 bureaux de district dans tout le Canada, bureaux auxquels sont rattachés la plupart des vérificateurs et où se trouve tout le personnel de bureau. D'autres vérificateurs sont installés en permanence dans 101 localités afin de réaliser des économies et d'assurer un service rapide aux employeurs et à certains bureaux locaux. Le roulement annuel des employeurs signifie que 406,051 employeurs ont fait l'objet d'une vérification au cours de l'année bien que 345,063 employeurs seulement aient été inscrits à la fin de l'année. Ces chiffres accusent une légère diminution par rapport à l'année précédente.

Pendant l'année, 200,175 rapports de vérification ont été établis comparativement à 195,500 l'année précédente de sorte que 49.3 p. 100 des employeurs ont fait l'objet de rapport. Comme seulement la moitié des employeurs ont fait l'objet d'un rapport pendant l'année, il s'ensuit que l'intervalle moyen entre les visites de vérification est de deux ans. Des 200,175 vérifications, 65,457, soit 32.7 p. 100, ont permis la constatation d'arriérés de contributions. De ce chiffre 20,173 étaient des

le rendement annuel moyen étant de 1,009,3 enquêtes par agent. Au cours de l'année passée 2,153 poursuites ont été intentées, soit une augmentation de 62 p. 100 sur celle de l'année précédente. Des pénalités ont été imposées dans 8,844 cas, ce qui représentait une légère diminution comparativement au nombre des pénalités imposées l'année précédente.

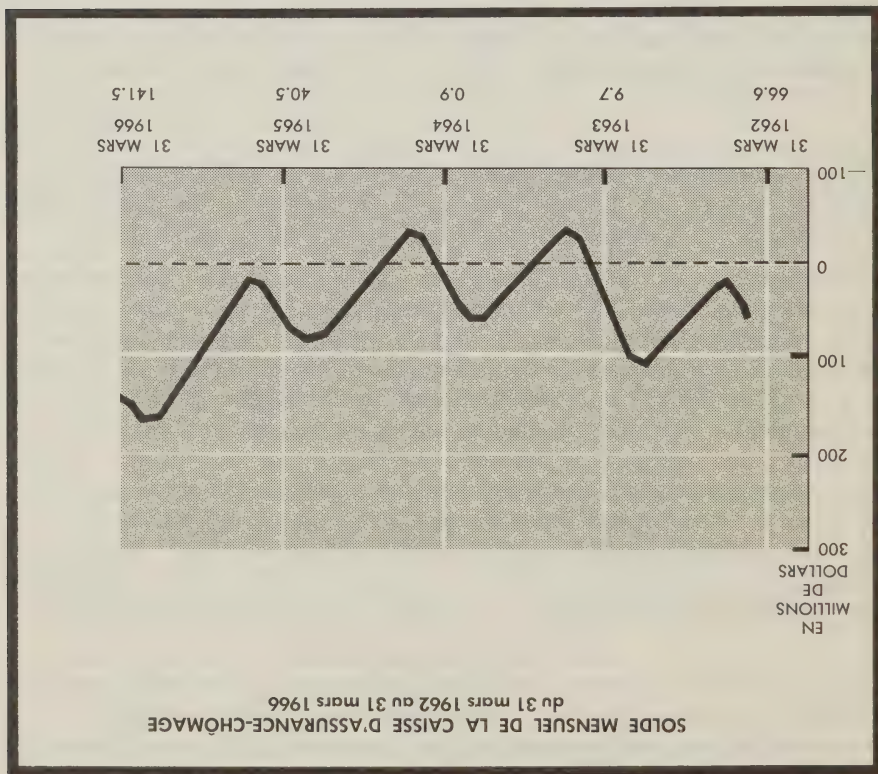
Des modifications ont été apportées au dépouillement méthodique des renseignements statistiques qui reflètent les résultats du travail de la Division des enquêtes. Les enquêtes ont permis de constater des paiements en trop qui se montent à \$1,207,272. Les pénalités statutaires imposées en vertu de l'article 65 de la Loi atteignent au total \$391,660 et les amendes imposées dans les cas qui ont fait l'objet de poursuites se chiffrent par \$120,362. La somme des amendes imposées aux employeurs pour des infractions qui ont fait l'objet d'enquêtes de la part des agents de l'exécution de la Loi était de \$1,920. Le total des paiements en trop constatés et des exclusions et des amendes imposées à la suite du travail des agents de l'exécution de la Loi s'est élevé à \$1,721,214. Pendant l'année, les agents de l'exécution de la Loi se sont présentés devant les tribunaux lors de 2,153 poursuites. Au cours de l'année, les poursuites intentées contre les employeurs ont passé de 890 en 1964-1965 à 1,494 pour l'année 1965-1966, soit une augmentation de près de 68 p. 100. Soixante-quinze poursuites ont été entamées par les agents de l'exécution de la Loi, les autres l'ont été par les vérificateurs.

L'annexe V du présent rapport est un relevé statistique des enquêtes faites par la Division durant l'année. L'annexe VI est un tableau statistique des poursuites entreprises pendant la même période contre les réclamants et les employeurs. Outre les actions en justice figurant à l'annexe VI, il y avait 13 poursuites intentées en vertu du code criminel et couronnées de succès.

Le tableau suivant permet la comparaison du nombre des pénalités imposées en application de l'article 65 de la Loi, des poursuites engagées contre les réclamants et des poursuites entamées contre les employeurs au cours des trois dernières années:

Pénalités imposées aux réclamants en vertu de l'article 65 de la Loi			
1963-64	1964-65	1965-66	
*19,655	10,046	8,844	Poursuites entamées (réclamants)
1,773	1,304	2,017	Poursuites entamées (employeurs)
1,314	831	1,404	

*Le chiffre de l'année 1963-1964 comprend les pénalités imposées aux réclamants par les fonctionnaires de l'assurance sans enquête faite par les agents de l'exécution de la Loi. Un changement de méthode les a fait exclure du chiffre des années subséquentes.



Division des enquêtes

Services techniques

Au mois de février 1966, 15 nouveaux postes de fonctionnaire de l'exécution de la Loi ont été ajoutés à l'effectif de la Division de l'exécution de la Loi. Le nombre des fonctionnaires attachés aux services extérieurs dans le Canada entier a ainsi été porté à 149. Ces postes étaient en voie d'être remplis à la fin de l'année. Compte tenu de ces postes vacants et de ceux qui sont devenus vacants pour les raisons mentionnées ci-dessus, le nombre effectif des fonctionnaires de l'extérieur au 31 mars était de 124, dont plusieurs nouveaux venus. Ce personnel de l'exécution de la Loi était distribué sur 87 localités d'un littoral à l'autre.

Malgré les difficultés qu'a présentées le recrutement du personnel l'an dernier et la mise à exécution de nouveaux programmes d'enquête par la Division des enquêtes, le nombre d'enquêtes effectuées durant l'année financière précédente, 11 y avait, l'année passée, 108,004 enquêtes, dont 24,910 avaient trait à des déclarations soupçonnées fausses et 83,094 étaient des enquêtes de contrôle ou des enquêtes diverses. L'effectif moyen était de 107 agents,

décisions de l'arbitre et a choisi en vue de leur publication les décisions établissant de nouveaux principes ou de la jurisprudence.

Au cours de l'année, la Division a rédigé pour distribution au public les modifications à l'exposé des principes d'admissibilité aux prestations, mettant ainsi à jour la jurisprudence en matière d'admissibilité aux prestations en se fondant sur les effets des décisions rendues par l'arbitre au cours de la période écoulée entre la publication de l'ancien exposé et le mois de juillet 1965.

Accords avec d'autres pays

Au cours de l'année, quelque 3,351 demandes de prestations entre Etats ont été faites à l'endroit de divers Etats-Unis par des personnes domiciliées au Canada et qui avaient travaillé antérieurement aux Etats-Unis. Par ailleurs, 1,845 demandes de prestations ont été faites envers le Canada par des personnes domiciliées aux Etats-Unis et qui avaient travaillé au Canada.

Les réclamations entre Etats sont traitées conformément à l'accord réciproque conclu en 1942 par les gouvernements du Canada et des Etats-Unis. Chaque état est libre de souscrire à cet accord. Les Etats d'Alabama, d'Iowa, du Maine et du New Hampshire sont les seuls à ne pas adhérer à cet accord réciproque. Le Canada n'a pas conclu d'accord réciproque avec d'autres pays que les Etats-Unis.

Caisse d'assurance-chômage

Le solde de la Caisse d'assurance-chômage au 31 mars 1966 s'établissait à \$141,483,169. Le solde de la Caisse à la fin de l'année financière précédente se chiffrait par \$40,496,763. Les soldes mensuels de l'année financière 1965-1966 accusent une hausse des recettes par rapport aux mois correspondants de l'année précédente. Les recettes globales nettes de l'année écoulée s'établissent à \$398,799,655, une augmentation de \$23,984,524 par rapport à l'année précédente. Les cotisations des employeurs et des employés s'élèvent à \$328,318,697 (82,3 p. 100), auxquelles s'ajoutent la cotisation de l'Etat \$65,663,739 (16,5 p. 100) et \$4,817,219 (1,2 p. 100) perçus à titre de sanctions pécuniaires ou d'intérêt sur les placements.

Le montant des prestations versées chaque mois est inférieur à celui des mois correspondants de l'année précédente. Les prestations versées au cours de l'année financière 1965-1966 s'élèvent à \$297,813,249, soit une diminution de \$37,216,938 par rapport à l'année précédente. Les prestations régulières versées se chiffrent par \$238,280,707 (une baisse de \$27,379,355) tandis que les prestations saisonnières versées se chiffrent par \$59,532,542 (une baisse de \$9,837,583). Quoique les prestations versées au cours des mois d'avril et de mai 1965 et de février et mars 1966 dépassent les recettes, les recettes de l'année financière entière accusent néanmoins une augmentation nette de \$100,986,406 sur les prestations versées.

Le tableau ci-joint permet de comparer les recettes et les dépenses annuelles pour les années financières de 1961-1962 à 1965-1966.

Par rapport au nombre d'exclusions prononcées au cours de l'année précédente, il y a eu légère diminution (1,048) du nombre des exclusions imposées pour cause de non-disponibilité et de 848 du nombre des exclusions imposées pour la perte d'emploi par suite d'inconduite. Il y a eu une diminution plus sensible de 3,520 dans le nombre des exclusions imposées pour cause de refus d'une offre d'emploi convenable et de 4,447 pour vice de présentation de la demande de prestations (y compris l'omission de déposer le livret d'assurance). Par ailleurs, les exclusions prononcées pour la non-observation d'une instruction écrite donnée en vue d'aider un réclamant à trouver un emploi convenable ont augmenté de 1,525. De même les exclusions prononcées pour avoir quitté volontairement un emploi sans motif valable ont augmenté de 2,087. Les exclusions prononcées à la suite de la constatation et de l'imputation de gains s'élèvent à 33,684. Enfin les exclusions prononcées pour perte d'emploi par suite d'un arrêt d'ouvrage attribuable à un différend de travail ont augmenté de 3,856. Le nombre des exclusions prononcées pour d'autres raisons est demeuré à peu près le même par rapport à l'année financière précédente, malgré une diminution du nombre de demandes.

Les demandes d'antidater la réclamation se sont chiffrées par 6,283 (une augmentation de 209 par rapport à l'année précédente), dont 2,936 (46.7 p. 100) ont été approuvées et 3,347 (53.3 p. 100) rejetées. Les demandes de prolongation de la période d'admissibilité parce que, par exemple, le réclamant avait travaillé à son propre compte, occupé un emploi non assurable ou été incapable de travailler par suite d'incapacité se sont chiffrées par 19,941, une diminution de 1,932 par rapport à l'année précédente. En tout 14,859 demandes (74.5 p. 100) ont été approuvées.

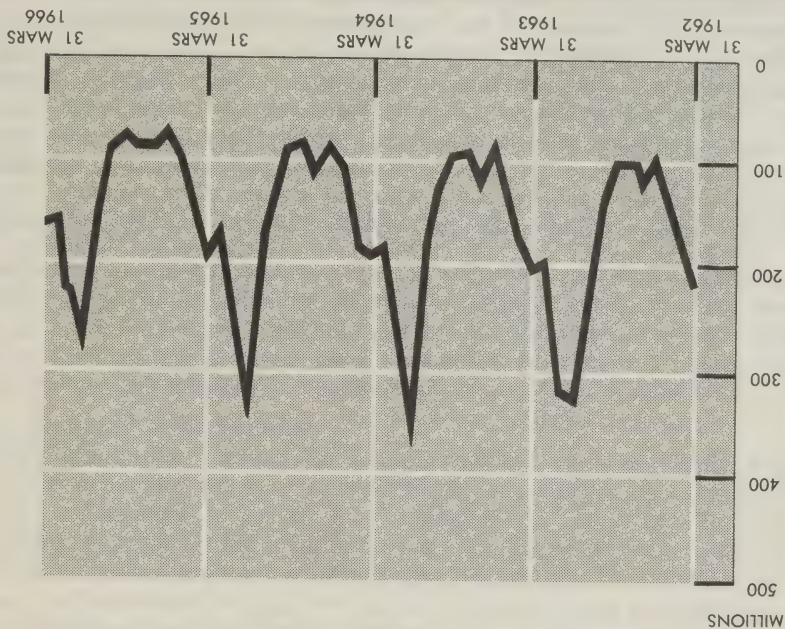
Les conseils arbitraux ont été saisis de 19,125 appels interjetés par les réclamants contre les décisions rendues par les fonctionnaires de l'assurance, soit une diminution de 3,437 par rapport à l'année précédente. Ils ont fait droit à 1,929 appels (10.1 p. 100) tandis que la décision du fonctionnaire de l'assurance était confirmée dans tous les autres cas. Deux cas ont été soumis à la décision du conseil arbitral par les fonctionnaires de l'assurance: l'un a été confirmé tandis qu'une exclusion était prononcée dans l'autre cas.

La Division des décisions a revu et rédigé, pour renvoi à l'arbitre, les appels interjetés au cours de l'année financière. Lorsqu'un appel quelconque l'exigeait, la Division rédigeait et présentait des mémoires exposant les faits de la cause, les principes d'admissibilité et la jurisprudence pertinente, pour l'information de l'arbitre appelé à prendre une décision. L'arbitre a été saisi de 103 appels, une diminution de 47 par rapport à l'année précédente. De ce nombre, 90 ont été interjetés par les réclamants ou leur association, soit une diminution de 36, et 13 par les fonctionnaires de l'assurance, soit droit à l'appel des réclamants ou de leur association dans 30 cas et à celui du fonctionnaire de l'assurance dans 11 cas. Les autres 62 appels ont été rejetés. La Division des décisions a vérifié l'exactitude des sommaires des

décisions rendues à l'égard de demandes renouvelées ou continuées a diminué de 113,242 (12.6 p. 100) par rapport à l'année précédente.

Le nombre total d'exclusions prononcées à l'égard des réclamants dont l'admissibilité était sinon établie s'élève à 403,809, soit une augmentation de 31,018 (8.3 p. 100) par rapport à l'année précédente. La durée des exclusions varait, l'exclusion ayant été imposée soit à partir de la date de la présentation de la demande, soit au cours de la période de prestations. Voici les motifs principaux d'exclusion et le nombre de réclamations frappées: non-disponibilité pour le travail, 94,025; départ volontaire sans motif valable, 94,067; vice de présentation de la demande de prestations (y compris l'omission de déposer le livret d'assurance), 43,190; exclusions punitives prononcées à la suite de fausses déclarations ou représentations, 16,716; exclusions prononcées à la suite de la constatation et de l'imputation de gains, 74,621; refus d'emploi convenable, 17,779; non-observation d'une instruction écrite donnée en vue d'aider un réclamant à trouver un emploi convenable, 4,030; perte d'emploi pour cause d'inconduite, 17,056; emploi par suite d'un arrêt d'ouvrage attribuable à un différend de travail, 10,894. Les autres 31,431 exclusions ont été prononcées parce que le réclamant n'était pas en chômage, était incapable de travailler ou avait cessé de travailler pour cause de maladie.

NOMBRE DE RÉCLAMATIONS INITIALES ET RENOUVELÉES REÇUES
du 31 mars 1962 au 31 mars 1966



Décisions

La Division des décisions est chargée de surveiller les fonctions de quelque 500 fonctionnaires des services extérieurs, investis de pouvoirs spéciaux et habilités à trancher toute question relative aux demandes de prestations présentées sous le régime de la Loi sur l'assurance-chômage. Dans l'exercice de ses fonctions, la Division est chargée d'assurer l'application, correcte et conforme aux principes reconnus et à la jurisprudence établie par les décisions antérieures de l'arbitre, des dispositions de la Loi relatives aux prestations et de promouvoir l'uniformité de leur application dans tout l'organisme. Elle contrôle aussi la qualité du travail exécuté par divers fonctionnaires du bureau pour préparer les réclamations en vue de la décision. La division assure en outre certaines fonctions administratives portant sur l'activité des conseils arbitraux et le traitement des appels faits à l'arbitre. Elle apprécie les membres et l'activité des conseils arbitraux et prend au besoin les mesures qui s'imposent. Elle étudie les décisions de ces conseils et interjette appel à l'arbitre lorsqu'elle juge qu'une décision doit faire l'objet d'une nouvelle revision, et elle rédige et présente les appels à l'arbitre.

Au cours de l'année, la diminution du nombre de demandes de prestations reçues s'est traduite par une diminution correspondante du nombre de demandes sur lesquelles il a fallu statuer. Toutefois, la proportion des demandes où l'admissibilité était mise en doute est légèrement supérieure à celle de l'année précédente. Cela s'explique, en partie, par le surcroît d'attention accordée à l'admissibilité et aussi par une pratique modifiée selon laquelle le fonctionnaire de l'assurance est maintenant appelé à se prononcer sur certaines questions qui étaient jusqu'ici réglées par une entente entre le réclamant et le bureau. Ces décisions ont entraîné une augmentation, par rapport à l'année précédente, du nombre et de la proportion des exclusions prononcées à l'égard des demandes de toutes les catégories (c'est-à-dire demandes initiales, renouvelées et continues). Par contre, il y a eu une diminution sensible du nombre d'appels interjetés auprès des conseils arbitraux et de l'arbitre.

Le nombre de demandes initiales décidées où les réclamants remplissent en premier lieu les conditions en fait de cotisations se chiffre par 1,036,102. De ce nombre, 838,657 (80.9 p. 100) ont été admises sans exclusion. Le nombre global de demandes initiales décidées représentent une diminution de 99,829 (8.8 p. 100) par rapport à l'année précédente.

Quelque 746,686 autres décisions ont été rendues visant soit des demandes renouvelées présentées au cours d'une période de prestations soit des questions d'admissibilité soulevées au cours d'une période de prestations relatives à des demandes où il a été établi que les conditions en premier lieu. De ce nombre, 540,322 (72.4 p. 100) ont été admises sans exclusion tandis que 206,364 demandes étaient frappées d'une exclusion. 37,059 autres réclamants n'ont pas été jugés admissibles aux prestations supplémentaires de soutien dans le cadre d'une réclamation continue. Le nombre global de

l'emploi d'ordinateurs pour les travaux que nécessite le paiement des prestations. Ces avantages ont permis à leur tour au bureau de servir promptement et efficacement les réclamants.

En vue de trouver des moyens d'améliorer l'organisation et la régulation interne, des mesures ont été prises afin de faciliter la tenue des dossiers et, en particulier, l'accès aux documents. Un système de classement d'après un code de couleurs a été mis en place dans quatre bureaux à titre d'essai. Les résultats en ont été des plus favorables et l'introduction du système dans les bureaux les plus importants est présentement à l'étude. Les changements apportés au système de classement seront accompagnés de l'adoption de meubles de classement plus modernes.

La comptabilité et le rachat des mandats de prestations ont été centralisés à Ottawa et s'effectuent présentement à la Division du contrôle des chèques du Contrôleur du Trésor. Jusqu'ici cette tâche relevait du bureau de district du Trésor rattaché à chaque bureau régional. Cette méthode permet d'éliminer, en grande partie, le travail manuel qu'exigeait cette opération par l'emploi de machines électroniques pour la comptabilité et la réunion de données statistiques.

Pendant plusieurs années, les bureaux de la Commission étaient chargés de payer les allocations de certains bénéficiaires qui y avaient droit sous le régime de la Loi sur les allocations aux anciens combattants. Etant donné la diminution sensible du nombre des bénéficiaires d'allocations de ce genre au cours des dernières années, la Loi a été modifiée afin de confier de nouveau le paiement de ces allocations à la Commission des allocations aux anciens combattants.

Des fonctionnaires de la Commission, collaborant avec le ministère du Travail, et après avoir aidé à formuler le règlement pertinent, étaient chargés de l'élaboration du régime et des méthodes de paiement des allocations d'aide de transition aux travailleurs mis à pied par suite de l'accord canado-américain sur les produits de l'industrie automobile. Il incombat à la Commission de définir les conditions d'admissibilité et le taux et la durée des allocations d'aide de transition à verser à l'égard de chaque réclamation ainsi que d'en effectuer le paiement. Une fois les méthodes établies, des cours de formation ont été organisés à l'intention du personnel des bureaux locaux et régionaux dans les zones où un nombre important de demandes était attendu. Au cours de l'année écoulée, 365 demandes ont été inscrites et traitées en vue d'établir l'admissibilité des réclamants aux allocations d'aide de transition, allocations qui se sont chiffrées par \$3,874.

Pendant les mois d'hiver une aide semblable a été fournie au ministère des Pêcheries dans l'application du régime d'aide spéciale aux pêcheurs dont les prises avaient été médiocres au cours de la saison de pêche de 1965. Bien que le versement des allocations d'aide spéciale relevât du ministère des Pêcheries, la Commission a accepté de fournir audit ministère certains renseignements qui lui permettaient de décider qui avait droit à ces allocations.

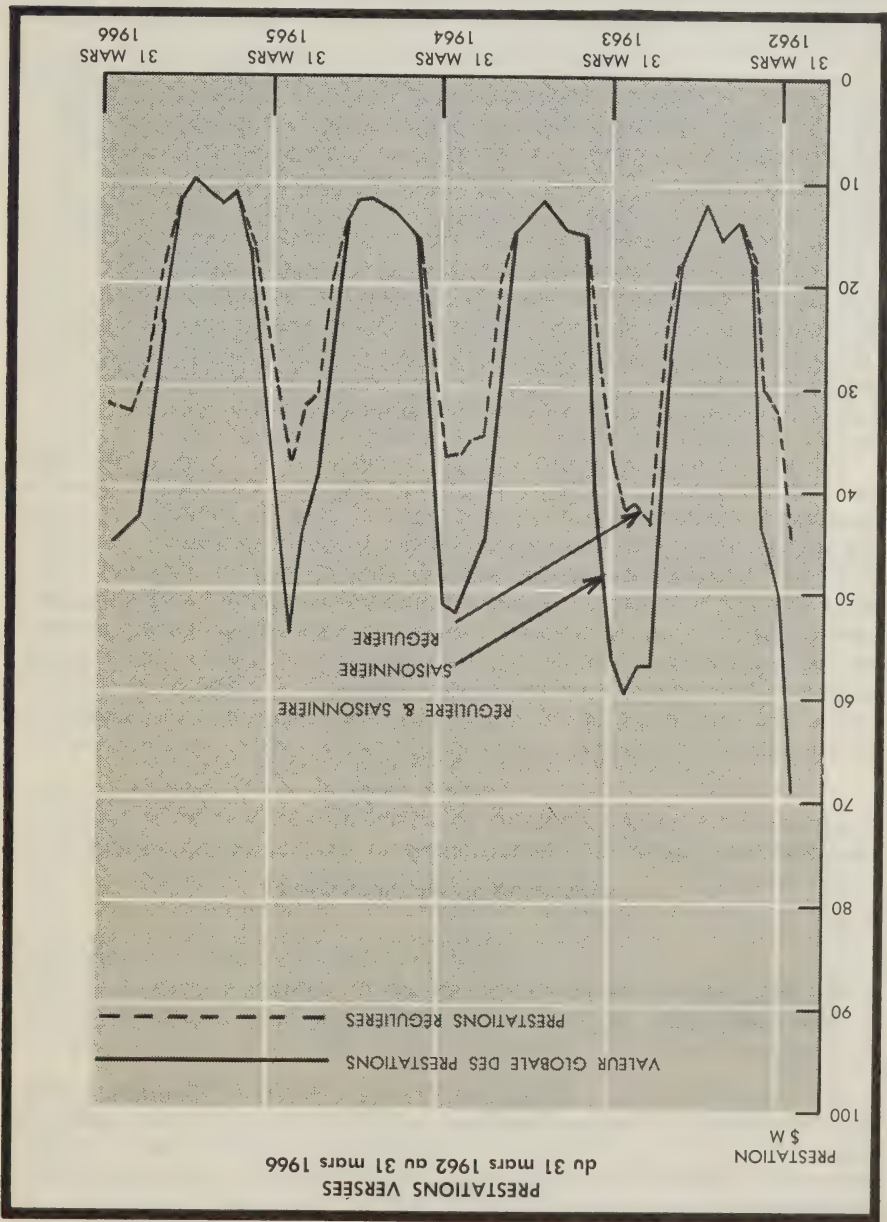
non seulement par les réclamants eux-mêmes mais aussi par le personnel de la Commission.

Une attention redoublée a été accordée au programme d'entretiens périodiques. Ces entretiens permettent de vérifier si les réclamants sont toujours admissibles aux prestations tout en fournissant au bureau l'occasion de revoir avec eux les conditions qu'ils doivent remplir pour avoir droit aux prestations. Afin de régler la fréquence de tels entretiens et faciliter l'établissement du programme d'entretiens et la sélection des réclamants des catégories particulières de réclamants ont été établies. Une sélection améliorée et l'accent mis sur les entretiens périodiques se sont traduits par une augmentation du nombre total des entretiens et par une amélioration correspondante de l'efficacité. Les entretiens tenus au cours de l'année se chiffrent par 148,067, soit une augmentation de 35,308 ou de 31.3 p. 100 sur l'année précédente. Ce chiffre a été atteint malgré la diminution, au cours de l'année écoulée, du nombre des réclamations actives.

Le programme de post-vérification a également accusé une activité accrue par rapport à l'année passée. Ce programme permet d'examiner une partie des réclamations qui prennent fin au cours de l'année et de vérifier l'exactitude des gains déclarés par le réclamant à l'égard des périodes pendant lesquelles il touchait des prestations. Le nombre de réclamations vérifiées au cours de l'année se chiffre par 453,054 contre 367,873 l'année précédente. Le programme de post-vérification a mis au jour 13,646 réclamations où les gains n'étaient pas déclarés comme il faut. Ce chiffre représente 3.0 p. 100 de la totalité des réclamations vérifiées, contre 2.7 p. 100 l'année précédente. La valeur globale des paiements en trop établis à la suite d'enquêtes de post-vérification s'élève à \$433,203. Des mesures punitives ont été prises dans 7,734 cas par l'imposition d'une exclusion et des poursuites ont été intentées dans 624 autres cas.

Au cours de l'année qui nous occupe, certaines méthodes ont été modifiées en vue d'améliorer l'efficacité des opérations d'assurance. Un document important pour l'examen de l'admissibilité du réclamant et l'établissement d'une période de prestations est la confirmation fournie par l'employeur au sujet des circonstances qui entourent la cessation d'emploi. Des mesures ont été prises en vue de bien faire comprendre aux employeurs l'importance que la Commission attache à ces renseignements et la nécessité de les fournir promptement et avec exactitude. Aux employeurs qui ont montré peu d'empressement à fournir ces renseignements pourtant indispensables à la Commission on en signale l'importance tout en demandant leur collaboration.

Tandis que le régime de paiement en espèces cédait la place au régime de paiement par la voie postale, la méthode de paiement, dite "Unit Record" et utilisant des cartes perforées, était étendue aux bureaux de la zone métropolitaine de Montréal et aux bureaux de Vancouver et de New Westminster. Ces bureaux, qui desservent surtout une population urbaine, n'ont pas seulement bénéficié des avantages qu'offrait le régime de paiement par la voie postale mais aussi de l'amélioration des techniques opératoires par



dressés toutes les deux semaines et expédiés par la poste aux réclamants. Les bureaux n'ont plus à prévoir l'espace nécessaire pour accommoder les personnes qui se présentent pour toucher leurs prestations et les réclama-
nts n'ont plus, comme par le passé, à attendre au bureau pour recevoir leurs prestations. Ce nouveau régime de paiement a été très bien accueilli!

Le Fichier central, qui fait partie de la Division des contributions et qui est chargé de la délivrance et du contrôle des numéros d'assurance sociale et des numéros d'inscription des employeurs, a reçu 1,100,000 demandes de renseignements et de vérification, soit une augmentation d'environ 750,000 par rapport à l'année précédente.

Au cours de sa seconde année d'existence, le Fichier central a su s'établir fermement sous son régime permanent. En relativement peu de temps il a réussi à assurer un service efficace et entièrement nouveau et indispensable à l'administration publique.

Traitement des Réclamations

La baisse du montant des prestations versées, du nombre des paiements individuels et de celui des demandes de prestations traitées a poursuivi sa course commencée il y a quelques années.

Au cours de l'année 1,198,342 demandes initiales de prestations ont été traitées, soit une diminution de 115,639 ou de 8.8 p. 100 par rapport à l'année précédente. Le nombre des réclamants admis aux prestations régulières était de 805,691, soit 67.2 p. 100 de tous ceux qui ont fait une demande initiale de prestations, comparativement à 66.2 p. 100 l'année précédente. Des prestations saisonnières étaient accordées à 271,259 réclamants, soit 22.6 p. 100 de ceux qui ont déposé une demande initiale de prestations, comparativement à 308,307 réclamants ou 23.5 p. 100 de l'an dernier. Le restant de 10.2 p. 100, soit 121,392 réclamants, étaient des personnes qui n'avaient pu être admises ni à l'un, ni à l'autre catégorie des prestations.

Les bureaux de la Commission ont fait 7,045,533 paiements individuels à des réclamants, soit une diminution de 17.9 p. 100 par rapport à l'année précédente; ce chiffre comprend 1,058,522 paiements en espèces et 5,987,011 paiements par voie de mandats de prestations. La diminution du nombre des paiements individuels est attribuable, en partie, à la diminution correspondante du nombre des demandes de prestations déposées. Toutefois, l'adoption du régime du paiement des prestations par la voie postale à toutes les deux semaines a aussi contribué à cette diminution. Une cause supplémentaire de la réduction réside dans la conversion des bureaux restants, qui faisaient des paiements hebdomadaires en espèces, au système des paiements par la poste en vertu duquel les mandats s'envoient toutes les deux semaines seulement. La valeur globale des prestations versées se chiffre par \$297,813,249 contre \$335,030,187 l'année précédente.

La suppression des paiements en espèces et l'application du régime du paiement par la voie postale à tous les bureaux de la Commission ont entraîné des changements dans l'organisation et la marche du travail qui, à leur tour, se sont traduits par une meilleure organisation du paiement des prestations et un service amélioré dont bénéficiaient les réclamants. Les réclamants ne sont plus tenus de se présenter au bureau local chaque semaine pour toucher leurs prestations, les mandats de prestations étant

chiffrant au 31 mars 1966 par 345,063. Il s'agit d'une augmentation de 4,175 soit d'environ 1.2 p. 100 sur l'année précédente. Le tableau ci-après indique que le nombre d'employeurs autorisés à payer les contributions en bloc augmente sans cesse. Quelque 1,649 permis ont été accordés au cours de l'année, augmentation de 377 ou de près de 30 p. 100 sur l'année précédente.

Bon nombre d'employeurs importants envisagent présentement l'emploi des ordinateurs les plus modernes pour tenir plus efficacement leurs registres de paye. Cette tendance a donc obligé la Commission d'assurance-chômage à entreprendre une étude approfondie de ses méthodes et de ses techniques de contributions en vue de les moderniser par l'application des innovations les plus récentes. À l'heure actuelle, 13,937 employeurs ou environ 4 p. 100 des employeurs inscrits, qui emploient 53 p. 100 de la population assurée, versent leurs contributions en bloc.

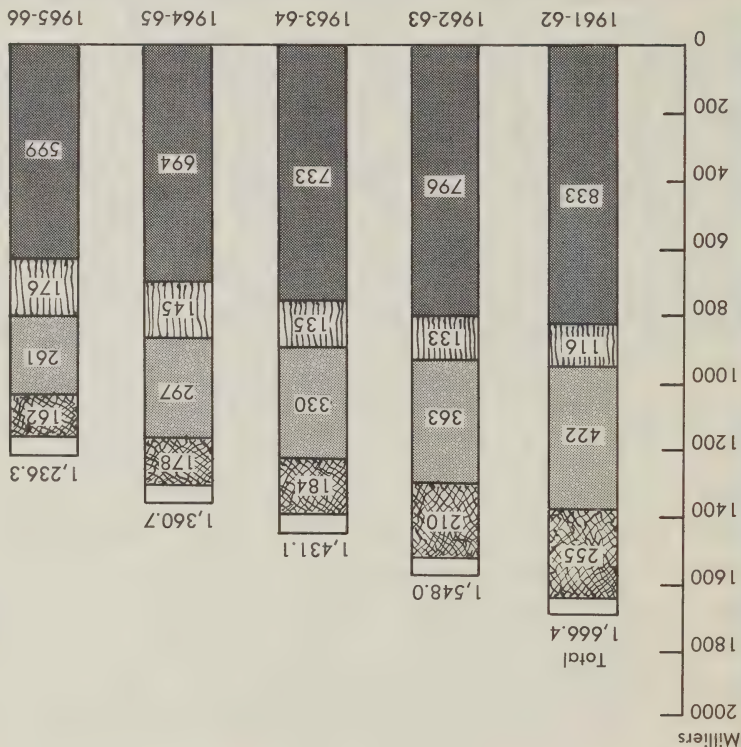
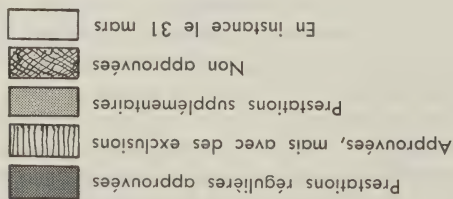
EMPLOYEURS VERSANT LES CONTRIBUTIONS EN BLOC

	1961-62	1962-63	1963-64	1964-65	1965-66
Permis accordés	1,444	1,369	1,225	1,272	1,649
Filiales comprises	210	237	229	222	195
Annulations	416	439	428	379	434
Permis valables au 31 mars	10,102	11,032	11,829	12,722	13,937
Augmentation	11%	9%	8%	8%	10%

Quelque 1,348,425 demandes de prestations ont fait l'objet d'un premier ou second calcul au cours de l'année, soit une baisse de 88,116 ou d'environ 6 p. 100 par rapport à l'année précédente.

Pour la deuxième année consécutive, la Commission a eu à s'occuper de l'inscription d'un grand nombre de salariés et de travailleurs autonomes. Ainsi à la fin de mars 1965, un numéro d'assurance sociale avait été attribué à quelque 6,300,000 personnes. La plupart de ces personnes occupaient un emploi assurable et avaient besoin d'un numéro d'assurance sociale pour faire inscrire les cotisations d'assurance-chômage. Toutefois, environ un million de personnes se sont inscrites volontairement en prévision de l'application des régimes proposés de pensions du Canada et de rentes du Québec. Lors de l'adoption de la Loi instituant le régime de pensions du Canada en 1965, la Commission d'assurance-chômage avait été chargée d'attribuer un numéro d'assurance sociale à toute personne astreinte à la cotisation, mais pas encore en possession d'un numéro d'assurance sociale. C'était une entreprse d'envergure puisque ces personnes ne figuraient pas dans les dossiers de la Commission et que le délai accordé pour l'attribution de ces numéros était bref. Cependant, à la date du 31 décembre 1965, un numéro d'assurance sociale avait été attribué à presque toute la population active ainsi qu'à bon nombre de personnes qui en avaient demandé un volontairement. Au 31 mars 1966, 8,600,000 numéros d'assurance sociale avaient été attribués aux personnes qui en avaient fait la demande.

ETAT DES RECLAMATIONS



plus élevé de l'emploi et à la régression du chômage que doit s'attribuer cette augmentation puisque, comme il vient d'être dit, le nombre des employés assurables est demeuré à peu près au même niveau qu'auparavant. Le nombre d'employés inscrits auprès de la Commission comme employeurs d'employés assurables a augmenté au cours de l'année, se

soumis un cas à la décision de l'arbitre. L'arbitre a entendu treize appels de ce genre, faisant droit à quatre d'entre eux et en rejetant neuf. L'arbitre s'est aussi prononcé sur un autre cas que lui a soumis la Commission. L'arbitre a tenu une audition dans deux des cas portant sur la question d'assurabilité.

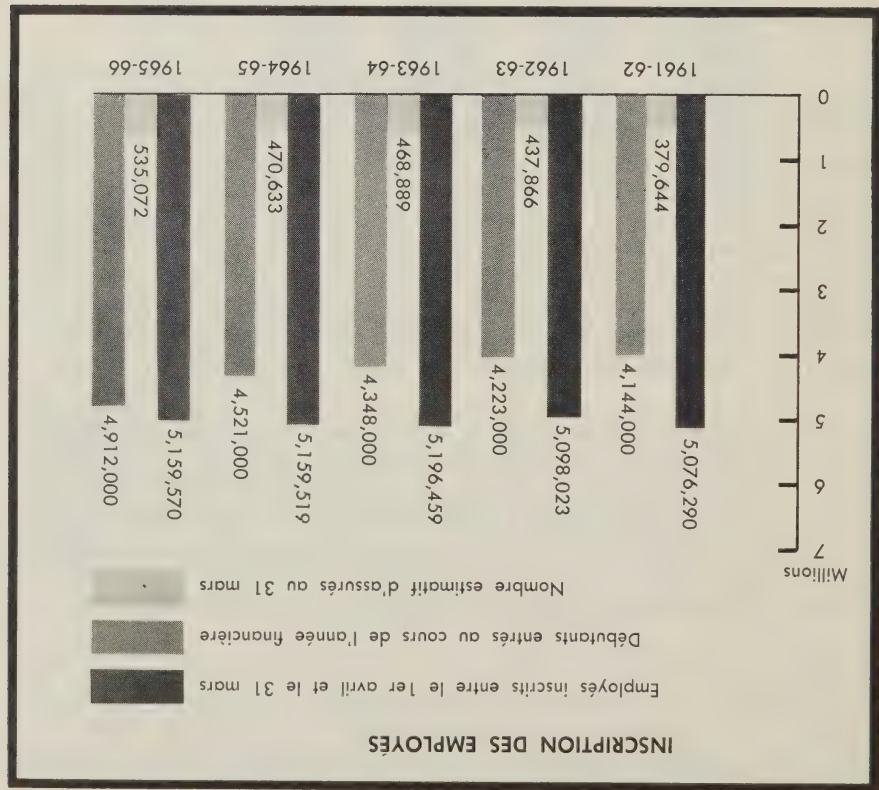
Les hôpitaux exploités sans but lucratif et les institutions de charité ne sont pas tenus d'assurer leurs employés mais peuvent consentir de le faire sous réserve de l'assentiment de la Commission. Au cours de l'année, 195 institutions de charité et trois hôpitaux l'ont fait. Environ 1,000 employés se sont ainsi vu accorder la protection de l'assurance-chômage. Seize institutions de charité ont retiré leur consentement. Dix-neuf municipalités ont décidé d'assurer les membres de leurs corps de police tandis que 23 autres y ont renoncé.

Dans le courant de l'année une modification législative en matière d'assurabilité a été décidée qui concerne les salons de barbier ou de coiffure. Au cours des dernières années il est devenu de plus en plus difficile de déterminer quelle était la vraie situation contractuelle d'un grand nombre de personnes employées dans ces établissements, étant donné la fréquence de prétendus contrats de louage de chaises, d'espace ou de matériel. Un règlement a été adopté qui déclare personne assurée toute personne travaillant dans un tel établissement, à l'exclusion du propriétaire, que cette personne travaille en vertu d'un contrat de service ou non. Sous le régime de cette règle, le propriétaire est réputé être l'employeur en ce qui regarde la tenue des registres et le versement des contributions.

Contributions

La Division des contributions établit et élabore les méthodes et les règles que doivent observer les employeurs lors du paiement des contributions, elle effectue les calculs relatifs aux réclamations en vue d'établir le taux des contributions. De plus, la Division des contributions assure l'attribution de numéro d'assurance sociale ainsi que la délivrance des registres de contributions. Les registres de contributions sont établis par ordre numérique et alphabétique.

Le nombre des numéros d'assurance sociale attribués à des employés occupant un emploi assurable pour la première fois s'est chiffré par 535,072 contre 470,633 l'année précédente, soit une augmentation d'environ 14 p. 100. Toutefois, le nombre approximatif des employés qui ont occupé un emploi assurable à un moment ou l'autre durant l'année est demeuré à peu près le même, n'augmentant seulement de 51 pour atteindre 5,159,570. Le graphique illustré, intitulé « Inscription des employés », donne, pour les années de 1961-1962 à 1965-1966, des chiffres comparatifs du nombre des personnes occupant un emploi assurable. Les contributions des employeurs, des employés et de l'Etat ont de nouveau augmenté de \$21,080,905 (environ 5.7 p. 100), par rapport à l'année précédente atteignant un total de \$393,982,436. C'est au niveau



Employés Assurés Inscrits, par province

Terre-Neuve	1964-65	109,665	95,376	1965-66
Ile du Prince-Edouard	18,864	20,414		
Nouvelle-Ecosse	156,998	172,823		
Nouveau-Brunswick	177,473	174,215		
Québec	1,643,672	1,616,267		
Ontario	1,832,028	1,851,334		
Manitoba	254,644	236,592		
Saskatchewan	144,291	136,342		
Alberta	344,609	347,296		
Colombie-Britannique	477,275	508,911		
Canada	5,159,519	5,159,570		

Les décisions de la Commission en matière d'assurabilité dont il a été appelé à l'arbitre se sont chiffrées par sept, tandis que la Commission a modifiées.

primitives des fonctionnaires de la Commission tandis que trois décisions rendues par les fonctionnaires de la Commission ont été réformées ou

Le haut niveau d'emploi qui s'est maintenu au Canada au cours de l'année financière écoulée s'est traduit par une augmentation des cotisations à la Caisse d'assurance-chômage et par un fléchissement du nombre de demandes de prestations et du montant des prestations versées. En mars 1966 le chômage n'atteignait que 4,8 p. 100 de la main-d'œuvre (le niveau le plus bas atteint depuis 1956) contre 5,6 p. 100 en mars 1965. Réparti sur toute la saison, le taux de chômage s'établissait en mars 1966 à 3,3 p. 100 de la main-d'œuvre. Cette régression du chômage s'est manifestée dans les cinq régions de la Commission.

En mars 1966, la main-d'œuvre se chiffrait approximativement par 7,162,000, soit 254,000 de plus qu'en mars 1965. Toutefois, le nombre de chômeurs en mars 1966 est tombé de quelque 46,000 à environ 341,000, soit 285,000 hommes et 56,000 femmes. La diminution annuelle la plus sensible s'est fait surtout sentir chez les hommes âgés de 25 à 44 ans. Environ 234,000 chômeurs, soit (69 p. 100) des personnes en chômage en mars 1966 étaient sans emploi depuis moins de quatre mois tandis que les autres 107,000 n'avaient pas occupé d'emploi depuis quatre mois ou plus. La régression du chômage est en outre démontrée par le nombre de réclamtants actifs le dernier jour de chaque mois, nombre qui en février s'élevait à 530,450, soit une baisse de 28,784 par rapport au mois de pointe terminée le 31 mars 1966 ont atteint \$238,280,707 tandis que les prestations saisonnières se montaient à \$59,532,542, soit une baisse de 10,3 p. 100 et de 14,2 p. 100, respectivement par rapport à l'année précédente. Le 31 mars 1966, les fonds de la Caisse d'assurance-chômage se chiffraient par \$141,483,169, soit \$100,986,406 de plus que l'année précédente.

Assurabilité

La circonstance déterminante en ce qui concerne l'assurabilité d'un emploi est l'existence d'un contrat de service, c'est-à-dire, le rapport qui existe ordinairement entre employeur et employé. Toutefois, un certain nombre d'emplois, bien qu'occupés en vertu d'un contrat de service, sont déclarés emplois exceptés, tel, par exemple, l'emploi à un taux fixe dépassant \$5,460 par an, l'emploi dans l'agriculture ou dans les forces armées et l'emploi d'instituteur. Il en résulte bon nombre de cas limite qui exigent une mise au point, notamment en ce qui concerne l'existence ou l'absence d'un contrat de service.

Au cours de l'année, le nombre de demandes de décision reçues du public en matière d'assurabilité et réglées par un fonctionnaire de la Commission se sont chiffrées par 31,312 contre 28,792 l'année précédente. La Division de l'assurabilité du bureau central a corrigé ou modifié 212 décisions rendues par les fonctionnaires. Elle a aussi répondu à 1,977 demandes de caractère général reçues du public contre 1,924 au cours de l'année précédente.

Au cours de l'année, la Commission a reçu 45 demandes de décisions formelles, dont deux ont été retirées avant qu'une décision ne fût rendue. Des 41 décisions rendues par la Commission, 38 confirmaient les décisions

COMMISSION D'ASSURANCE-CHÔMAGE

RAPPORT ANNUEL SUR L'ACTIVITÉ DE L'ANNÉE FINANCIÈRE TERMINÉE LE 31 MARS 1966

Introduction

Voici le premier rapport de la Commission d'assurance-chômage depuis que la fonction de l'administration du Service national de placement a été confiée à un autre ministère. Le rapport se borne donc à la description de l'activité qu'a exercée la Commission, en l'année financière 1965-1966, dans le domaine de l'assurance-chômage, champ où se concentre présentement toute l'activité de la Commission.

Le changement des attributions a mis la Commission dans la nécessité d'établir des plans en vue de réorganiser sa structure administrative. Cela représente pour la Commission d'assurance-chômage un remaniement assez important. Des progrès considérables ont été faits au cours de l'année dans l'élaboration des principes et de la méthode qui détermineront ses opérations futures. Étant donné l'ampleur de cette tâche, elle exigera encore du temps avant d'être menée à bonne fin.

Dans son souci constant d'amélioration du service qu'elle fournit au public, la Commission n'a cessé de s'occuper surtout de mettre au point ses méthodes et d'en accroître l'efficacité. Un des actes les plus importants sous ce rapport était l'élimination définitive du paiement de prestations en espèces dans tous les bureaux. Cela signifie que tous les réclamants peuvent maintenant recevoir des prestations d'assurance-chômage par la voie postale et qu'ils ne sont plus tenus de se présenter en personne au bureau local à cette fin. La réaction du public à ce régime de paiement a confirmé son approbation universelle.

Au cours de l'année la Commission a été chargée de la mise en application d'une aide importante au revenu désignée sous le nom d'allocations d'aide de transition. Sous ce régime, les travailleurs privés de leur emploi par suite de l'accord canado-américain sur les produits de l'industrie automobile peuvent bénéficier, durant la période d'adaptation aux nouvelles conditions d'emploi, d'une aide financière destinée à suppléer les prestations d'assurance-chômage.

Par suite de l'incorporation du Service national de placement au ministère du Travail, les rapports à entretenir en matière de placement et d'assurance ont demandé un surcroît d'attention. Certaines difficultés ont été réglées et le travail à cet égard se poursuit.



COMMISSION D'ASSURANCE-CHÔMAGE

le 12 septembre 1966

A l'honorable John R. Nicholson,
Ministre du Travail.

Monsieur le ministre,

Nous avons l'honneur de vous présenter, pour la gouverne du Parlement, le vingt-cinquième rapport annuel de la Commission d'assurance-chômage visant la période écoulée entre le 1er avril 1965 et le 31 mars 1966.

Ce rapport est préparé conformément à l'article 95 (1) de la Loi sur l'assurance-chômage.

Veuillez agréer, monsieur le ministre, l'expression de nos sentiments dévoués.

COMMISSAIRE EN CHEF

La Presse.

COMMISSAIRE

John B. Grant

COMMISSAIRE

Mrs. E. Day

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N° de cat.: LUI-1966

Imprimeur de la Reine et Contrôleur de la Papeterie
ROGER DUHAMEL, M.S.R.C.
Ottawa, 1966

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ENDING SEC. SEP 13 1983

